

John Williams

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QUALIFICATIONS

- Three years of working geographic information systems (GIS), data research and analysis experience
- Extensive work policy development experience
- Strong work ethic, attention to detail, team building and problem solving skills
- Competent in Microsoft Office (Word, Excel, Powerpoint, Access), SQL, C++ and Ruby on Rails

WORK EXPERIENCE

Risk Investigator II **May 2017 – October 2017**

Amazon, Seattle, WA

- Handled three projects intended to reduce wasted warehouse space occupied by unsellable inventory items
- Collaborated with team members in India to audit sellers suspected of fraudulent activity and remove or dispose of their inventory
- Performed contact campaign via phone and email targeting sellers with high volumes of stranded inventory to inform them of their inventory status and walk them through processes for fixing any problems

Key Accomplishments

- Instrumental in the initiative to remove and dispose of approximately 400,000 units of stranded inventory belonging to sellers investigated for fraud
- Contacted over 3,000 sellers to process removal/disposal orders and payments
- Successfully increased warehouse space by over 50,000 units to accommodate for peak capacity during the holidays
- Tested and improved a new excel macro tool for refreshing online catalog information in bulk

Risk Investigator I **October 2016 – January 2017**

Amazon, Seattle, WA

- Investigated and resolved trouble tickets involving Fulfillment by Amazon products and warehouse inventory
- Collaborated with team members to write four standard operating procedure documents for new processes and ticket types
- Performed over 50 daily quality audits of trouble tickets to ensure proper procedure was followed

Key Accomplishments

- Streamlined standard operating procedure for new and existing processes resulting in faster completion time

Visual Data Specialist II **June 2014 – June 2015**

Visual Data Specialist I **June 2013 – June 2014**

Google, Google Maps, Bothell, WA

- Created and maintained high value data sets in the Google Maps database from engineer and user sources
- Responsible for new team member training and mentorship
- In charge of policy documentation and quality control work in my team's region

Key Accomplishments

- Optimized project workflow for five countries in Northern Europe by streamlining data policy documentation
- Revised over 75 pages of policy documents
- Coordinated with Russian experts to improve over 50 locality features in Sochi, Russia before the 2014 Winter Olympics
- Supported the rapid development of a temporary user interface on Google Maps for finding local polling stations for the 2014 midterm elections

EDUCATION / CERTIFICATION

Oregon State University, Corvallis, OR **Expected June 2019**

Bachelors of Science, Computer Science

University of Washington, Seattle, WA **June 2013**

Bachelors of Arts, Geography

Eagle Scout, Boy Scouts of America **October 2008**