Sarah Kwon

2221 Gilman Dr. W. Unit 104, Seattle, WA 98119: (425) 772-7886: sarkwon89@gmail.com

Objective

Proven track-record of providing high-quality service to partners in fast-paced environments. Goal-oriented and focused on self-development. Strong communication and presentation skills. Customer and team focused with a positive attitude.

Professional Experience

September 2018-Current

UX Program Manager| Amazon Search CX | Seattle

- Contributed to a company-wide front-end platform migration by allocating Search design resources and tasks to ensure a successful launch.
- Owned and managed the delivery of Amazon's design system for the Search customer experience organization.
- Delivered the design system's roadmap and requirements for 2019-2020.
- Launched an internal design system onboard training and learning console to global partner teams.
- Re-designed operational processes for Search design, product and tech teams in order to scale and support ≥ 40 organizations at Amazon.
- Created and launched the globalization support model for 2019 to feed global patterns and features into the design system.
- Delegated cross functional projects and tasks for UX researchers, product managers, UX designers and design technologists.
- Defined and standardized Amazon's A/B testing success metric for partner teams to experiment and launch features in Search.
- Launched a product, tech and design consultation support model to successfully triage ≥ 400 experiments a year.
- Designed a sprint framework for the Search design team resulting in a 32% increase in work item deliverables.

May 2017-September 2018

Product Manager| Amazon Advertising (IMDb Product Team) | Seattle

- Created and launched Pilot, which is a program that drives incremental short-term and long-term revenue by experimenting and prototyping in a fast-paced environment.
- Launched two products and 4 custom experiments estimated to bring in a total of $24MM in revenue.
- Launched the first inline auto-play video experience and responsive design on IMDb platforms.
- Moved pop up ads inline on the most trafficked page types on mobile app with plans to move programmatic ads inline by 2019.
- Migrated the IMDb business out of JIRA into Salesforce in 3 months to integrate with Amazon Advertising systems.
- Created, owned and delivered on IMDb's ad product roadmap which aligned with Amazon Advertising business goals and initiatives.

January 2017 – May 2017

Program Manager| Amazon Advertising | Seattle

- Standardized, automated, eliminated and transitioned inefficient processes for the international operations team (US, CA, EU, JP, IN, and SJO).
- Reduced international program's annual operating cost by $1.2MM.
- Successfully increased the forecasting and booking program's adoption goal from 36% to 82%.
- Worked closely with product and SDE teams to create new workflows and features.
- Efficiently communicated to all stakeholders of new product launches and features.
- Project planned UAT and Release Management for all new workflows and features.

August 2015 – January 2017

Project Manager| Amazon Advertising | Seattle

- Transitioned the trafficking operational process from the US to India in 3 months.
- Managed the IMDb trafficking team in India and ensured error rate was 0%.
- Created training, projects and transition plans for the international operations specialist team.
- Launched the first video training material for the International Operations team.

March 2015 – August 2015

Advertising Operations Coordinator| Zillow | Orange County

- Maintained and managed the Premier Agent advertising billing operations system.
- Ensured processes are driven correctly through Zillow's third-party operational systems (Microsoft Great Plains, Report Manager, Payment Tech and Salesforce).

- Analyzed data and improve efficiency by creating new ways to communicate externally and internally (Marketo Emails and Auto response email workflow in Salesforce).
- Created a visual data stories for upper management by using Salesforce, excel and excel plugins (Power Pivot and Power Map).

May 2014 - March 2015

Account Manager| Zillow | Seattle & Orange County
- Consulted Real Estate professionals with the goal of optimizing their success while partnering with Zillow.
- Built on-going relationships with Real Estate professionals, providing superior customer service and support.
- Supported, educated, and trained Real Estate professionals with new Zillow products.
- Built WordPress based websites for Real Estate Professionals.

June 2013-April 2014

Accounts Payable Specialist| Talking Rain | Preston, WA

- Managed and organized invoices so they are paid in a timely manner.
- Maintained relationships with 200+ vendors.
- Met deadline and presented Month End Accrual Reports and audit reports for each department.
- Worked with jet reports to audit monthly budgets each department.

Inventory Analyst| Talking Rain | Preston, WA

- Ensured inventory is up to date and on track for production and future production plans.
- Built reports to analyze and audit inventory for auditors and team members.
- Communicated daily with Vendors and departments within the company to create action plans to find root cause in order to resolve issues.

Customer Service/Logistics Coordinator| Talking Rain | Preston, WA

- Managed distribution planning for Nature's Way and Mountain Valley.
- Identified opportunities for process improvements to increase efficiency and eliminate redundancy.
- Resolved pending transfers to their destination.
- Drove vendor compliance by working with SCL facilities and Co-packers to ensure all requirements were met.

Awards and Acknowledgments

- Lean Six Sigma Certified Yellow belt at Amazon
- Completed Green belt training at Amazon
- Received Top Account Manager Award 2014 at Zillow

Skills

- Highly proficient in Microsoft Office: Excel (Power Pivot, Power Map, Formulas, Graphs, etc...), Word, PowerPoint, and Visio.
- Extremely competent with HTML, CSS, JavaScript, jQuery, Node.js, Express, MySQL, Visual Studio, Figma, Sketch, Flinto, Invision, iMarco, Salesforce, Jet Reports, Marketo, Walk Me, Google DFP, Heroku, Quip, Camtasia, Snagit, internal Amazon tools (A/B tool, analytic dashboards, research tools and ticket management system), Go to Meeting, Paymentech, Transway, Microsoft Great Plains and Microsoft Navision.
- Fluent in Korean

Education

University of Washington, Seattle WA
- Certification of Web Development | Coding Bootcamp: Full Stack Development in progress | February 28, 2020

School of Visual Concepts, Seattle WA
- Fundamentals of UX Course | February 11, 2019

Seattle Pacific University, Seattle, WA
- Bachelor's in art & Science | **Major:** Communications, **Minor**: Business & Marketing | July 6, 2013