

Senior Manager, Technical Products

Amazon EU

Jun 2022 — Present

Luxembourg

Own tech product vision, roadmap and data platform for AI-driven network planning across EU transportation.

- Led end-to-end intake, prioritization, and delivery of a \$282M R&D portfolio—approved by SVP-level leadership.
- Drove an AI-assisted rapid prototyping platform that improved prototype-to-production deployment time by 30%, enabling research scientists to iterate faster on network planning models (GenAI/LLM-enhanced CI/CD workflows using AWS CDK python).
- Drove end to end data re-architecturing, improving cycle time by 75% for network data change management (from 4 weeks to 1 week). It led to 80% automation of the network planning data enabling faster iteration. (Redshift → AWS Glue/PySpark).
- Built and led high-performing TPM org (10 TPMs) reporting into Director-level leadership; scaled team to support 10 concurrent product launches across NA, EU, and APAC.

Senior Technical Product Manager

Amazon EU

Jul 2020 — May 2022

Luxembourg

Own product vision and roadmap for AI-driven network planning across EU transportation.

- Drove \$15M annual savings with the implementation of network schedule optimization in North America.
- Reduced project risk by 60% and shipped 10+ network planning products while leading a cross-functional team of 6 scientists, 5 engineers, and 3 global ops network planners teams across NA, EU, and APAC.
- Defined MVP scope, success metrics, and go-to-market strategy for optimization product adopted in NA with \$114.8M in future value.
- Convinced Japan VP to fund 2 new scientist roles in EU by presenting ROI model showing \$9.2M annual savings from proposed network planning product.

Technical Program Manager

Amazon EU

Apr 2019 — Jun 2020

Luxembourg

Owned forecasting and network design products for Amazon's middle-mile network in Europe.

- Improved forecasting accuracy by 200 bps, saving \$12M annually in labor costs.
- Built a simulation-based planning model that boosted data accuracy by 400 bps and eliminated the need for 2 FTEs.
- Defined global product strategy for reverse logistics by benchmarking and selecting best-in-class asset rebalancing solutions—adopted as the worldwide standard.
- Created real-time KPI dashboards to help thin-lane teams make faster, data-driven decisions.

Program Manager I & II

Amazon EU

Aug 2017 — Jun 2019

Luxembourg

Led capacity planning and tactical network design and execution for France's middle-mile network.

- Fixed a critical configuration gap causing 15% promise misses during peak—by aligning physical flow with system logic.
- Piloted a new forecast model showing 19% improvement potential; later expanded to other regions.
- Built a web-based inbound profile simulator that saved 4 headcount through automation.

Earlier Experience - Business Intelligence and Analytics

Amazon Development Center, Kuehne + Nagel & Omaze Ltd

Feb 2010 — Jul 2017

India

Held BI and analyst roles at Amazon India and Kuehne+Nagel, focusing on last-mile delivery quality, ASN accuracy, and warehouse optimization.

- Built scalable ETL pipelines (Redshift, SQL, Tableau) to automate KPIs across warehouse transfers, last-mile delivery performance, inbound vendor supply chain and middle mile network planning metrics. In each program i led structured root cause analysis.
- Achieved 2% improvement in first-attempt package delivery rate in last mile with Improved address normalization (15% by comparing logic-based vs. Machine Learning approaches).
- Improved inbound receive defects by 15.1% with ASN accuracy root-cause deep dive and with chargeback programs.
- Cut down manual route-audit cycle time by 40%, enabling faster iterations and development of the Last Mile route optimization tool for the NA marketplace. Created SOP for 5 people program management team to scale the program.
- Led corporate wide restructuring with Business Process Reengineering (BPR) and change management initiatives, resulting in 20% increase in operational efficiency.

SKILLS

- **Product Leadership:** Roadmapping, Go-to-Market, Global stakeholder Alignment, User Empathy, Scoping, PR/FAQs, AI/ML & GenAI MVPs, Lifecycle Risk Analysis **Technical Domains:** Supply Chain Decision Agents, Discrete Optimization, Sequential Decision Analytics, Rapid Prototyping, OR/ML Modeling, Figma, **Methodologies:** Agile/Scrum/JIRA, CI/CD (AWS CDK), Git, A/B Testing & KPI Design.
- **Tools Tech:** Ollama, LangChain, MCP server, PyTorch, OR tools, Python, SQL, AWS (CDK, SageMaker), Tableau, QuickSight, FICO Xpress, R/Shiny, FastAPI, Streamlit, Pyomo, AWS Glue, PySpark.

EDUCATION AND CERTIFICATIONS

AWS Certified Solutions Architect Associate	2024 – 2027
Master of Technology - Industrial and Systems Engineering , <i>Indian Institute of Technology, Delhi</i>	2007 – 2009
Bachelor of Technology - Mechanical Engineering , <i>JMI College of Engineering, Delhi</i>	2003 – 2007

ACTIVITIES

- **Canadian University, Dubai** - Co-Chair Accessible Smart Mobility Pitch-off competition 2026 – Present
- **King Fahad University** Mobility Innovation Lab - External Research collaborator 2025 – Present
- **Optimization4All** - Volunteer for democratizing the Decision Intelligence 2024 – Present
- **Amazon EU Hackathon** - Organizer and Winner 2022 & 2023

LANGUAGES AND PASSPORTS

Languages: English (Fluent), French (Basic), Hindi (Fluent), Urdu (Advanced)

Passport/Nationality: Luxembourgish (European Union)