JENNY TANG

Seattle, WA 98119 – 908.635.311 – jtang806@gmail.com - https://www.linkedin.com/in/jenny-tang-2519058b/

PROFESSIONAL EXPERIENCE

AMAZON WEB SERVICES (AWS) – INTERNAL CAPACITY MANAGEMENT, SEATTLE, WA

Program Manager II – Demand Automation   **Jun. 2019 – Present**
- Collaborate with a Dublin-based developer team to eliminate the on-call ticketing system (50 hours/week of manual operations)
  - Synthesized stakeholder feedback into user stories and acceptance criteria for three feature requests
  - Leveraged Agile methodology to present team requirements, brainstorm solutions, and manage developer priorities
  - Built three success metrics to prioritize stakeholder (finance, admin, end user) concerns in a six-month roadmap
- Oversee team's on-call ticketing system – a mechanism created to address customers' hardware concerns (12 product managers)
  - Implemented 2 process improvements by compiling customer anecdotes and organizing team votes

Program Manager I – AWS Demand Management   **Nov. 2018 – Jun. 2019**
- Reduced 2 hours/week of manual operations burden by automating hardware installation for AWS service owners
  - Scaled Amazon retail's automated hardware forecasting solution to AWS by adapting 2 requirements
  - Shortened customer lead time by 1 day by providing 2 requirements to launch automatic hardware installation
- Partnered with finance, business, and engineering to ensure 96% of AWS migration hardware ($13M) installed on-time (average 90%)

AMAZON CANADA – HARDLINES RETAIL, SEATTLE, WA

Brand Specialist – Home & Furniture   **Nov. 2016 – Nov. 2018**
- Managed a $60MM+ Amazon Canada business (2.5K vendors); delivered 100% profit growth (average 50%).
  - Doubled Canada's China import program by forecasting $8MM+ of inventory for key events
  - Launched 30+ new vendors including one of the top ten vendors in Hardlines
- Negotiated with 35 strategic vendors to improve profitability by $1.5MM+
  - Leveraged new self-service marketing tools to increase vendor terms by 1.5x
  - Drove $500K+ in supply chain savings through inbound shipment consolidation projects

Special Projects - Amazon Canada
- Led 10 vendor managers on new selection initiatives which launched 1.5K+ new products ($20MM+)
  - Saved the team 20 hours/week by building automated reporting with SQL
- Improved customer search experience which generated an additional $2MM+
  - Developed a process to fix 400K defective webpages; scaled the procedure across Canada retail
- Organized SQL courses for the Amazon.ca retail team (2 instructors, 20 students)
  - Designed a 10 week lesson plan including homework course materials, and class notes
  - Taught two 30 min classes per week; hosted one office hour per week

STUDIOCANAL, LOS ANGELES, CA

Film Development Intern   **Jun. 2015 – Aug. 2015**
- Evaluated 50+ scripts on box office potential, budget (e.g. CGI, talent), audience, and brand
- Consolidated scripts into 15 written proposals and 3 verbal pitches for producer

MOTIONRY, NEW YORK, NY   **Jan. 2014 – May 2015**

Innovator Acquisitions Intern
- On-boarded 100+ innovators to renewable energy start-up database by conducting e-mail A/B tests (15% response rate)
- Identified innovator collaboration opportunities for CEO; increased partnerships by 200%

EDUCATION

PRINCETON UNIVERSITY, PRINCETON, NJ

BSE: Chemical and Biological Engineering; Concentration: Entrepreneurship & Management   **Sept. 2012 – May 2016**
- Journal of the Society for Information Display: *"Impact of bending on flexible metal oxide TFTs (thin-film transistors) and oscillator circuits."* 2016 (doi: 10.1002/jsid.445)

SKILLS/ACTIVITIES

Programming: SQL (Intermediate); Java (Beginner)
Applications: Microsoft Office (Powerpoint, Word, Excel)
Interests: cake decorating, karaoke (skill level: low), skiing, piano, creative writing, Japanese role-playing games