- T Y L E R   W I L S O N -

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P E R S O N A L   S T A T E M E N T

As a determined and skilled software engineer, I am experienced in delivering high-impact and cost-effective insights within the supply chain industry to encourage data-driven decision-making and increases in profitability. Gathering, cleansing and analysing data to drive business metrics, I regularly build automated reports using technologies such as SQL, Power BI, JavaScript and Excel VBA which have been successfully used to create high-impact solutions for organizations. Working under pressure and to tight deadlines, I am capable of foreseeing potential risks and proactively looking to implement data-led actions to navigate any challenges quickly, efficiently and professionally. A strong communicator, I am comfortable working through various scenarios with stakeholders and colleagues to achieve successful resolutions of challenges and situations.

T E C H N I C A L   S K I L L S

➢ JavaScript (TypeScript), Python – Competent
➢ Java, Golang – Familiar
➢ SQL: Postgres, Redshift Data Warehouse, MongoDB and DynamoDB
➢ Frameworks: React, NextJS, Spring, Express
➢ Testing Libraries: Jest, JUnit
➢ Git, AWS, Azure, Kubernetes, ETL

E X P E R I E N C E

Amazon UK, Darlington • Inventory Control & Quality Assurance (ICQA) Data Analyst   **04/2021 - Present**

During my current employment with Amazon as an ICQA Data Analyst, my primary responsibility is to take ownership of deep dives following process failures to future-proof business stability and allow teams to decrease error injection. Due to Sarbanes-Oxley Act compliance, I am required to demonstrate diligence and work within a strictly regulated environment. As a member of the ICQA department, I work with a wider team using agile methodologies and continuous improvements to improve inventory quality. In addition to the above, my other key achievements include:

➢ Using Python to create a root cause analysis algorithm to detect process errors which reduced the occurrence by 80%
➢ Collaborating closely with Loss Prevention teams to develop a ReactJS application to identify high-interest inventory transactions – reducing research times by 70%
➢ Design and implementation of a UK-wide reporting process, used to significant effect by twenty fulfilment centres, to streamline and improve the efficiency of damage research and analysis

Amazon UK, Darlington • Inbound Problem Solver   **06/2020 - 04/2021**

Working as an Inbound Problem Solver at Amazon, I was primarily responsible for collaborating with colleagues and external stakeholders to proactively address process issues and reduce the impact of defects, driving an increase in customer experience. Using my problem-solving skills to navigate past process barriers, I am capable and experienced in making critical decisions in a pressured environment. My additional responsibilities included:

➢ Leading the development of a VBA Excel tool to proactively highlight first-in-first-out issues reducing allocated hours by 65% across multiple UK sites
➢ Leading and pushing innovation projects such as the above – proud to have received an award from the company for driving cost reductions of £1.7 million as an output of my innovation

XY Brand (UK) Ltd, Darlington • Director / Business owner   **11/2018 - 06/2020**

Running my own business, I single-handedly developed and operated an E-Commerce site, utilizing a Golang GRPC microservice backend orchestrated by Kubernetes and a vue.js frontend using a RESTful API. Negotiating import deals with overseas manufacturers vastly improved my communication skills and I learned to adjust my communication based on the situation. Steering negotiations with the intent to lower my costs, I was able to keep my product affordable to the consumer and profitable. In addition, I was responsible for:

➢ Managing the integration of support systems such as Jira
➢ Creation of a custom reporting dashboard to track key business metrics such as orders, stock alerts and support tickets
➢ Designed a marketing strategy using platforms such as MailChimp, SEO Optimizations and Facebook ads

E D U C A T I O N

BS in Computer Science, University of London   **04/2022 – Present**
A-Levels (Math, Physics, Chemistry), Polam Hall School   **09/2016 – 08/2018**