







Donald Miller

Program manager with seven years of experience at Amazon, driving global supply-chain and seller-experience initiatives. Skilled in stakeholder alignment, data-driven decision-making, and large-scale program delivery.

CONTACT

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KEY SKILLS

- Cross-functional leadership
- Budget management
- Vendor negotiation
- Data analysis
- Agile methodologies

PROFESSIONAL EXPERIENCE

April 2019 - Present

Program Manager | Amazon Marketplace | Seattle, WA

- Lead end-to-end rollout of a new FBA quality-management program for 5M+ sellers, reducing defect rates by 22%
- Align cross-functional teams (tech, operations, finance) via weekly syncs, improving issue-resolution speed by 35%
- Manage a \$60 M annual budget and negotiate with third-party vendors to achieve 12% cost savings

June 2016 - March 2019

Operations Program Lead | Amazon Robotics | Boston, MA

- Coordinated deployment of 10 robotic fulfillment systems across three fulfillment centers
- Implemented Kaizen events that increased picking throughput by 18%
- Trained 120 operators on new automation protocols, reducing onboarding time by 40%

EDUCATION

M.S. in Supply Chain Management

MIT Center for Transportation & Logistics, Cambridge, MA | May 2016

B.S. in Industrial Engineering

Georgia Institute of Technology, Atlanta, GA | May 2014