Angelina Fox

SKILLS & EXPERIENCE

SENIOR PRODUCT MANAGER, AMAZON
(FEB 2024 – CURRENT)

- Defined inaugural product effectiveness strategy for open text feedback product analytics, creating measurable KPIs with an adjoining roadmap to baseline telemetry
- Performed **weekly business analyses supporting organizational initiatives** by querying databases, ETL, data mining, trend analysis, and control monitors. Reports **included an S-team goal biweekly report supporting reducing attrition in fulfillment center associates**
- Streamlined knowledge sharing and customer issue/escalation response workflow, **bypassing a manual bottleneck and reducing time to resolution for customer escalations by 20%**
- Created an internal team wiki to align the technical product, product field, engineering, and BI/Data Science teams on shared vision, roadmap progress, and to create a central source of truth for architecture and design artifacts

SENIOR PROGRAM MANAGER, AMAZON WEB SERVICES
(JAN 2023 – JUN 2023, LAID OFF JUN 2023)

- Defined Enterprise Search program adoption strategy with input from 24 dependent partner engineering teams, product, UX, & senior leadership.
- Gathered requirements to update ingestion schema for relevancy tuning and boosting improvement initiatives. **Coordinated supporting source system ingestion and publishing commitments with 22 engineering teams** across Amazon.
- Streamlined & scaled onboarding workflows for Internal Search ingestion, publishing, and site search API integration to minimize delays from procedural onboarding bottlenecks, reduce manual PM effort, **increase speed of ingestion by ~40%,** and semi-automate progress reporting.

SENIOR PROGRAM MANAGER, AMAZON WEB SERVICES
(FEB 2016 - JAN 2023)

- Single-threaded product & program owner end-to-end: defined 2022 product and program roadmap, **coordinated integration with 30+ engineering teams responsible for 32 highly leveraged systems at Amazon (14 during 2022.)**
- **Exceeded 2022 AWS VP-level text validation component adoption initiative to coordinate integration and release to production by 37% (11 of 8 desired),** including VS Code & IntelliJ IDEs, global Code Review scanners, 3 component libraries, Issue Management systems, annual review HRS, and knowledge management systems (Wiki, Confluence.)
- **Exceeded back-to-back S-team goals (2020, 2021)** establishing Inclusive Language validation across 19 systems at Amazon prior to 2022.
- Scaled asynchronous updates of ~551k text records in Amazon Wiki and **resolved an average of 300-500 customer issues per week with flat headcount** by designing a customer issue intake schema, templated and automated communication workflows, alongside batched resource updates.

CONTACT

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ABOUT ME

I'm passionate about creating the quickest and best possible outcomes for my customers. Currently based in the Greater Seattle Area, I design and implement elegant and simple strategies to focus on the right targets, eliminate and automate redundant processes, generate insightful reports for stakeholders and leadership, and facilitate momentum with engineering teams to quickly achieve business objectives.

EDUCATION

BARD COLLEGE, Vocal Performance

SKILLS

Agile & project methodologies, Scrum, SDLC, Waterfall and tracking SIM/Jira/Asana
Cross-functional technical program and product management
Requirements gathering
Resource allocation
Operational Planning

Run of Business: Goals, PRFAQ, BRD, business reviews, program reviews, program/product strategy, status updates, launch announcements, product marketing collateral

Data analytics, visualization, & FE coding, and scripting: SQL & RDBMS Redshift, DataGrip, DataSpell, PyCharm, NumPy, Pandas, QuickSight, Tableau, PowerQuery/PowerBI, JSON/XML/YAML, Python, JavaScript, HTML, Markdown, CSS