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Professional Summary

Versatile Operations and People Leader with over a decade of progressive leadership experience at Amazon. Began career as a frontline fulfillment associate and advanced into senior management roles driving complex, cross-functional initiatives. Proven success in launching large-scale training programs, improving transportation and onboarding operations, and leading high-performing teams across diverse locations. Skilled in stakeholder engagement, process improvement, and delivering measurable business results, including multi-million-dollar savings and network-wide adoption of best practices.

Professional Experience

Amazon – Various Locations

June 2012 – Present

- Senior Training Manager, Associate Learning & Development Program
July 2023 – Present
 - Lead multiple teams across the U.S. in onboarding new hires into Amazon's transportation services, ensuring smooth integration and operational excellence.
 - Achieved \$2.5 million in entitlement for NOA in 2023 and \$3 million YTD in 2024, while maintaining graduation rates above 90%.
 - Develop stakeholder reporting strategies using dashboards, flash emails, and focus group engagement to maintain alignment across partners.
 - Collaborate with Recruiting, Equipment Planning, and TOMY Planning teams to enhance hiring pipeline and resource readiness.
 - Utilize Asana, Excel, and SharePoint for program tracking and continuous improvement.
- Training Manager, ALD Program
April 2022 – July 2023
 - Spearheaded the Nodal Onboarding Academy (NOA) across 5 states, scaling training operations with a team of ~11 trainers.
 - Delivered \$106K in cost savings by optimizing training processes and resource utilization.

- Designed and implemented the NOA weekly flash report, which was adopted network-wide for tracking onboarding progress.
 - Shortened time-to-productivity through redesign of trainer onboarding and hiring workflows.
- Transportation Area Manager (TAM), Transportation Operations Management (TOM) Team
 2019 – 2022
 - Launched and managed the first Amazon facility to house AMXL FC, AMXL DS, and AMZL operations under one roof.
 - Partnered with Yard Development and TOM Teams across the U.S. to troubleshoot GEM deployment and optimize multi-yard coordination.
 - Successfully led 4 launches across PNW (PDX, BOI, SLC), onboarding and mentoring new TAMs.
 - Relocated to BWI to improve nodal metrics, reducing past due rates from ~80% to ~20% within 60 days.
 - Overhauled onboarding at KBWI, raising Day 1 readiness from 10% to 80% by aligning with PXT and TOM Recruiting. The process scaled across Mid-A and the broader network.
- Transportation Associate (TA), TOM Team
 April 2017 – 2019
 - Resolved California skirt trailer compliance issue, reducing weekly exception cases by ~70% and improving delivery reliability.
 - Led TOM operations during 2018 Sort Center peak at PDX5 under stretch assignment.
 - Supported TOM launches regionally and contributed to standardizing onboarding procedures.
- Outbound Dock & Problem Solve Associate – RNO1 / RNO4
 2012 – 2017
 - Began Amazon career as a T1 associate at RNO1, working Outbound Problem Solve and ensuring Critical Pull Time (CPT) execution.
 - Transitioned to RNO4 after site relocation and spent two years on the outbound dock, ensuring timely trailer departures.
 - Built operational expertise and formed early connections with TOM leadership, paving the way for career advancement.

Education

High School Diploma
 Fernley High School

Skills & Tools

- Program & Project Management (Asana, Excel, SharePoint)
- Stakeholder & Vendor Management (Flash Emails, Dashboards, Focus Groups)
- Data Analysis & Reporting
- Process Improvement & Operational Efficiency
- Cross-Functional Leadership & Team Development
- Budgeting, Cost Control & Resource Scaling

Professional Highlights

- Promoted from entry-level associate to senior leadership within Amazon.
- Successfully launched 8+ new operations sites across North America.
- Developed scalable onboarding models adopted regionally and network-wide.
- Recognized for ability to solve operational bottlenecks and enhance learning systems at scale.