

# Ian M. Perkins

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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.