

OTHAYAMANGALATH VIBIN DAS

Senior Product Manager (Product Lead – Quick Commerce Platform)

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EXECUTIVE SUMMARY

Senior Product & Program Leader with 8+ years at Amazon across India and the UAE, driving end-to-end ownership of high-impact e-commerce and quick commerce platforms. Currently leading Products, CX and Special Initiatives for Same-Day Quick Commerce Products (India + UAE) and S&OP for India, with full lifecycle accountability from strategy and roadmap to launch and scale.

Deep expertise in 0-to-1 development across the entire e-commerce value chain — Selection, Availability, Inventory Placement, Forecasting, Network Design, Space Optimization, and Last-Mile Delivery. Proven track record of building forecasting platforms, logistics products, and automation delivering multi-million-dollar cost savings and operational excellence.

CAREER HIGHLIGHTS AT A GLANCE

10+ Years of Experience	8+ Years at Amazon	25+ Global PMs Managed
346M+ Annual Orders Managed	\$18MM USD+ Yearly Cost Savings Delivered	6+ Products Managed

KEY ACHIEVEMENTS

- Managed a global team of 25+ Program and Product Managers across Bangalore and Dubai, driving large-scale transformation programs.
- Designed and scaled 2-hour delivery platform across 5 cities, owning end-to-end product lifecycle for Quick Commerce supply chain platforms — defining product vision, roadmap, feature prioritization, and delivery. Enabling fulfillment across 146M+ orders yearly and improving customer promise speed by 57%.
- Drove grocery integration into the Same Day network — transitioning from a silo model to an integrated in-app journey, achieving 18% higher conversion and 8K+ new SKUs.
- Launched Multiple Modes of Transport (MMOT) for intelligent routing across bikes, vans, and trucks, improving fleet utilization by 12% in India and UAE.

PROFESSIONAL EXPERIENCE

Designation: Senior Program Manager – Products, CX and Special Initiatives | **Jan 2024-Present**
Bangalore & Dubai

- Spearheaded Product and Planning for Same Day Quick Commerce supply chain across India and UAE
- Directed a global team of 25+ Program Managers across Dubai and Bangalore on S&OP and program execution.
- Single threaded leader of Products, Customer Experience (CX) and Special Initiatives for Same Day Quick Commerce, owning Vision setting, Roadmap and Multi-market product expansion strategy.
- Defined the end-to-end roadmap and 0-to-1 development for a platform for Same Day network for 346MM orders yearly from Customer segment identification, Selection identification, fulfillment system including warehouse management software, last mile routing and delivery experience.
- Led product building through customer problem analysis, defined PRDs, OKRs, prioritized features, Product roadmap governance, API integrations and drove adoption and performance metrics for Quick Commerce platforms with Stakeholder management across Engineering, Leadership, Supply Chain and Operations.
- Owned CX and Driver products and programs from problem definition to pilot, scale-up, and optimization across multiple markets with integration into global services
- Designed and ran controlled experiments (A/B testing, phased rollouts) to validate hypotheses and ensure measurable customer and business impact. Improved customer conversion to same day delivery by 18%.

- ▶ Launched scheduled delivery capability in India enabling customers to choose desired slot instead of default delivery. This improved customer conversion and increased capacity utilization by 27% improving cost to serve.
- ▶ Designed scalable warehouse and last-mile planning platforms integrating routing engines, forecasting models, and data warehouse systems across India & UAE including Pick by order, Segregated stowing, continuous routing, Multiple Modes of Transport (MMOT) for intelligent routing across bikes, vans, and trucks.
- ▶ Owned the Supply Chain Analytics, AI Integration and Automation charter for Quick Commerce

Designation: Senior Program Manager I Heavy & Bulky S&OP & Products **Apr 2021 – Dec 2023**
Bangalore & Dubai

- ▶ Led Planning and product team for Amazon Heavy & Bulky (AMXL) Supply Chain delivering Forecasting products, Control Tower and Transportation planning system.
- ▶ Led S&OP and demand planning for Amazon's AMXL network — covering capacity, inventory, labor, and transportation planning across India and UAE.
- ▶ Managed 20+ planners in India and 15+ planners remotely in UAE, directing cross-functional forecasting and network design teams. Improved customer demand planning accuracy by 17% through ML integration; deployed unified control tower and Network Optimization for India, GCC, and Japan markets.
- ▶ Delivered scalable supply chain products: Control Tower platforms, Flow Control Automation, weather-based ML demand forecasting, and Transportation Planning systems.
- ▶ Drove continuous product improvements that reduced tool latency and improved forecast accuracy, saving 6,000+ hours of manager productivity annually.
- ▶ Developed business cases and risk mitigation strategies in partnership with senior leadership.

Designation: Group Manager – Customer Service **Aug 2020 – Apr 2021**
Pune

- ▶ Directed 15 Team Managers and 650+ Associates, managing performance, planning, and conflict resolution at scale.
- ▶ Implemented contact reduction programs (Prime retention, proactive customer education, AI self-serve) — eliminating 2.3M customer contacts annually. Spearheaded the launch of AI Chatbot for chat-based customer service, improving resolution speed and reducing agent load.

Designation: Team Manager – Customer Service **May 2017 – August 2020**
Pune

- ▶ Supervised day-to-day operations of 60+ Associates and SMEs, managing scheduling and performance aligned to demand fluctuations.
- ▶ Led process improvement initiatives using Kaizen, Six Sigma, and Lean methodologies to drive operational excellence.

SRI VINAYAKA INDUSTRIES (VINTECH) — Project Manager **August 2012 - March 2014**
Bangalore

- ▶ Managed project execution for material handling ensuring on-time delivery; led production planning, resource allocation, and inventory control.

CORE COMPETENCIES

Product Management	Program Management	Quick Commerce Strategy
S&OP & Demand Forecasting	Logistics Network Design	ML & Data Analytics

KEY Skills

Product Strategy, Quick Commerce, Roadmap Governance, OKRs, Supply Chain Analytics, Network Optimization, Data Pipelines, API Integrations, Last Mile Tech, S&OP, Agile, Cross-border Operations, Marketplace Fulfillment

Tools & Technologies: *SQL, Advanced Excel, Google Sheets, AWS Quicksight, Demand Planning Tools, WMS/Routing Platforms, Redshift, ERP, Power BI, Tableau, JIRA, ASANA and SharePoint*

EDUCATION

MBA – Operations | Alliance University, Alliance School of Business | 2014 – 2016

Bachelor of Engineering | Visvesvaraya Technological University | 2008 – 2012