

OTHAYAMANGALATH VIBIN DAS

Senior Product & Program Manager – Supply Chain, Operations & Platform Products

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Key Skills

- Product lifecycle and Strategy Management
- Program Management – Supply Chain and Operations Program Management
- S&OP Planning, Demand Forecasting and Inventory Optimization
- People Leadership
- Data Analytics
- Cross border work experience
- AWS QuickSight, SQL, Cedric AI, Excel and Agile

Executive Summary:

Senior Program Manager | Supply Chain Program & Product Management | 8+ Years at Amazon

Senior Program & Product Leader with 8+ years at Amazon, owning end-to-end product lifecycle, Automation and large-scale programs across supply chain, quick commerce, and heavy & bulky logistics networks. Proven track record of delivering multi-million-dollar cost saving projects, launching customer-facing and operations platforms, and scaling high-impact initiatives across India and global stakeholder teams.

Expertise spans Product Strategy, Road mapping, Program Management, S&OP, Demand Forecasting, Automation, AI-driven analytics, and people leadership at scale. Experienced in leading cross-functional teams across Engineering, Data, Operations, and Analytics to deliver measurable customer experience and business outcomes.

Professional Experience

Company: Amazon

Designation: Senior Program Manager | Product Leader – Supply Chain & Operations

Jan 2024-Present

Leader for Programs, Product and New initiatives – Sub Same Day Delivery

Roles & Responsibilities:

- Owned end-to-end product and program management for the Sub Same Day Delivery (Quick Commerce) supply chain network across India, covering strategy, roadmap, execution, and performance.
- Defined product vision, KPIs, and success metrics balancing customer experience, speed, and cost-to-serve.
- Led cross-functional teams across Engineering, Data, Operations, Tech, and Leadership using Agile frameworks to deliver scalable supply chain, customer experience and driver experience products.
- Launched 2-hour delivery for Amazon India, Grocery integration into the Sub Same Day network by migrating from a walled-garden experience to a fully integrated in-app customer journey and also launched Multiple Modes of Transport (MMOT) for intelligent routing across bikes, vans, and trucks, improving delivery efficiency.
- Delivered \$4.3M+ annual cost savings through network optimization, automation, and analytics-driven decision-making.
- Owned the analytics and automation charter, leveraging AWS QuickSight, SQL, and AI tools to eliminate inefficiencies and improve operational visibility. Delivered Automation projects to improve Customer and driver experience such as ML based delivery time for customers, demand planning integration into driver app, Surplus demand surge forecasting integration in app for temporary gig drivers.

Designation: Sr Program Manager

Apr 2021 – Dec 2023

Leader for AMXL Demand Planning, Supply Chain Products and Program

Roles & Responsibilities:

- Led supply chain planning and demand forecasting for Amazon's Heavy & Bulky (AMXL) network, supporting accurate capacity, labor, and transportation planning.
- Directed cross-functional teams responsible for demand forecasting, inbound planning, inventory optimization, routing, and vendor experience.
- Served as Leader for Automation & Analytics, delivering scalable supply chain products including: Control Tower platforms, Flow Control Automation, Weather-based ML Demand Forecasting tools and Transportation Planning systems
- Established standardized S&OP SOPs and planning tenets for peak events and volume interventions across the India AMXL network.
- Led OP2 planning end-to-end, including business requirements, functional specifications, and execution readiness.
- Drove continuous product improvements to reduce tool latency and improve forecast accuracy, delivering 6,000+ hours of annual manager productivity savings.
- Partnered with senior leadership to develop business cases, mitigate operational risks, and optimize cost structures.

Designation: Group Manager – CS Canada

Aug 2020 – Apr 2021

Roles & Responsibilities:

- Directed a team of 15 Team Managers and 650+ Associates, overseeing their performance and guiding overall team direction. Managed supervisory responsibilities including planning, work assignment, performance evaluation, and conflict resolution. Led the development and execution of staffing plans, schedules, quality improvement initiatives, and process enhancements.
- Implemented Amazon's policies and procedures, conducting interviews, training sessions, and motivational activities
- Implemented Contact reduction programs such as Prime retention, Proactive customer help and education, Customer AI self serve app implementation to reduce 2.3MM customer contacts annually. Also spearheaded the launch of AI Chatbot for Chat customer service medium.
- Used VOC insights and performance data to identify friction points and prioritize automation initiatives
- Orchestrated workflow management, addressed escalations, and efficiently distributed workload among the leadership team. Identified and mitigated root causes of inaccuracies, productivity issues, and quality deviations. Demonstrated adept utilization of internal systems, departments, policies, and procedures to streamline operations and achieve business objectives.

Designation: Team Manager – CS AMXL India

May 2017 – August 2020

Roles & Responsibilities:

- Supervised day-to-day operations of a team comprising 60+ Associates and Subject Matter Experts.
- Developed and optimized weekly work schedules, ensuring efficient allocation of tasks across various processes such as transcription, verification, and annotation in alignment with demand fluctuations.
- Generated comprehensive daily and weekly status reports derived from metrics databases, facilitating transparent communication with stakeholders.
- Monitored and analyzed quality and productivity metrics, enforcing adherence to quality audit standards and meeting weekly quality targets.
- Implemented strategies to enhance productivity through continuous performance analysis, feedback, and supervision of team members.
- Spearheaded process improvement initiatives, leveraging methodologies such as Kaizen, Six Sigma, or Lean techniques to drive operational excellence.

Company: Sri Vinayaka Industries [VINTECH]

August 2012-June 2013

Designation: Design and Production Engineer

Responsibilities:

- Development of designs and production plans.
- Fabrication, Installation of Material handling equipment and Infrastructure projects.
- Production planning and control.

Designation: Project Manager

June 2013- March 2014

Responsibilities:

- Manage, Support and coordinate program with general management of resources, account management, and promoting the technology to all levels of administration and production.
- Monitoring programs with emphasis on customer satisfaction, efficacy, instrument operation and inventory control. Coordinate Sales, Production staff and Customer.
- Collaborate with cross-functional teams including engineering, design, marketing, and production to ensure product requirements are met.
- Conduct regular market research, surveys, and customer interviews to gather insights and validate product strategies. Use market analysis to inform product roadmap decisions and prioritize features that will provide competitive advantage.
- Manage relationships with key stakeholders, including customers, partners, and suppliers, to gather feedback and drive product improvements.

Educational Qualification

MBA – Operations & Strategy

Alliance University, Alliance School of Business | 2014 – 2016

Bachelor of Engineering

Visvesvaraya Technological University | 2008 – 2012

CORE SKILLS

Product & Program Leadership

- Product Strategy & Vision
- Product Lifecycle Management
- Product Road mapping
- Program Management (Large-Scale, Cross-Functional)
- Business Case Development
- Stakeholder & Executive Management
- Risk Assessment & Mitigation
- Agile Methodologies

• Cost-to-Serve Optimization

• Capacity Planning

Data, Analytics & Technology

- AWS QuickSight
- Basic SQL
- AI Solutions
- Control Towers & Planning Tools
- Forecasting Models

People Leadership

- Org Design & Scaling
- Performance Management
- Hiring & Talent Development
- Managing Managers
- Global & Cross-Border Leadership

Supply Chain & Operations

- S&OP Planning
- Demand Forecasting
- Inventory Planning and Optimization
- Network Design & Expansion