

SHUYU ZHENG

Operations Leadership | Program and Project Management

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PROFILE

Operations and quality leader with **5+ years of experience** translating frontline challenges into cross-functional improvement programs. Leads high-volume fulfillment, inventory quality and launch readiness; builds practical tools with AI to support data-driven decisions, reporting and execution.

EXPERIENCE

Amazon | ICQA Operations Manager | Tracy, CA Jan 2026–Present

- Own inventory accuracy, defect prevention and quality governance across inbound and outbound at a fulfillment center supporting **1,000+ associates and 50K–80K units daily**.
- Lead inventory integrity programs through root-cause analysis, business reviews and ROI modeling. Built AI-assisted launch analysis using **313 readiness findings across eight sites** to prioritize operational risks and strengthen launch playbooks.

Amazon | Inbound Operations Manager | Tracy, CA Sep 2024–Jan 2026

- Led **120–200 associates and 30K–65K units daily** on one of four inbound shifts; improved performance from **89% to 103% of plan in four weeks**.
- Owned site space management, bin utilization and replenishment planning. Partnered with Learning, Quality and Maintenance on throughput, ergonomic safety and standard work.

Amazon | Area Manager | Tracy, CA Mar 2022–Aug 2024

- Led inbound teams of **50+ associates processing up to 20K units per shift**; aligned labor plans and shift goals with network volume forecasts while maintaining safety and quality standards.

DreamPlus | Operations Manager | San Jose, CA May 2021–Mar 2022

- Led a **7-person team managing 180+ short-term rentals**; grew active listings **50% in 10 months** through operational scaling and process improvement.

SELECTED PROGRAMS AND PROJECTS

- **Bin Liners:** Led storage redesign enabling upright, organized stowing; cut time at bin **75% (120 to 30 seconds)**, alongside a **60% reduction in reported recordable injury rate** in Rainbow-bin picking.
- **Stow Guidance Tool Improvement Project:** Designed automatic cage scanning and overhead aisle guidance, recovering **about one minute per changeover**; design adopted by at least one other building.
- **Onboarding Portal:** Built a **six-week manager onboarding platform end to end**, giving site and regional leaders visibility into team learning progress, engagement and validated skill readiness.
- **A-Level Beams:** Co-authored and drove a **\$728K ergonomic capital proposal for 6,062 bin locations** to conditional approval, spanning site audits, vendor sourcing and installation planning.

EDUCATION AND QUALIFICATIONS

San Francisco State University — B.A., Broadcast and Electronic Communication Arts, 2021

College of San Mateo — A.T., Digital Media, 2018

Google Project Management Certificate | Agile, Scrum and Lean Six Sigma practices

Skills: Program execution, stakeholder coordination, risk management, capacity planning, quality improvement, AI-assisted workflow automation | **Languages:** English and Mandarin