



Akshita Sharma

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Summary

Operations leader with 4+ years at Amazon, managing multi-site operations across high-stakes, time-critical logistics networks. Planned and scaled capacity to 2x across 20+ large-scale sale events, with proven strength in capacity modelling, facility redesign, and crisis recovery, several interventions adopted as standards across the wider network. Pairs a sharp instinct for turning operational data into productivity and cost gains with recent hands-on exposure to enterprise Gen AI.

Professional Experience

Program Manager, Global Supply Risk & Compliance | Amazon | Bengaluru

- Led strategy and adoption of a multi-agent LLM architecture converting regulatory policy documents into ML-ready classification inputs, compressing expert effort from 12+ days to under 10 minutes per document at 79% SME-audited quality and cutting model authoring time by 18%.
- Owned end-to-end Gen AI product strategy for the organisation's largest programme (150+ users), driving a 144% user productivity improvement and 19 FTE-equivalent savings through process gap identification, SOP redesign, and iterative feature delivery across tech and operations.

Operations Manager, IN-ATS | Amazon | NCR

- Managed day-shift operations across 3 sort centres with volume over 300k shipments/day; planned and executed 20+ peak sale events, building process-path-level capacity and debottlenecking plans to absorb ~100% volume surges over BAU.
- Converted a 250k sort centre into a returns consolidation hub, scaling sortation capacity from 120k to 280k shipments/day for Diwali sales and improving productivity 23% via a 3-shift to 2-shift transition (125 headcount, INR 2.5MM annual savings).
- Reduced in-facility dwell value from INR 1.2Cr to INR 465k in 4 weeks by designing a 3,600 sq. ft. exception-handling area with dedicated problem-solve desks, a solution later scaled network-wide.
- Authored the metric architecture for Perfect Mile 2.0, defining 46 operational KPIs with 98% network adoption in 30 days and automating root-cause workflows for INR 3MM annualised savings.
- Delivered ~16k shipments/day incremental speed across the North-East region and accelerated flex associate adoption from ~20% to ~55% in 3 weeks.
- Led recovery from a 2-day operational halt during communal unrest, clearing a 180k-shipment backlog across 100+ vehicles through resource redeployment and volume diversion.
- Identified 44 electrifiable lanes across 100+ routes for Amazon India's EV transition roadmap; deployed powered bagging systems across 7 sites to debottleneck sortation.
- Mentored 4 female associates into Process Assistant roles, co-developed Project Seekho (differently-abled representation from 1% to 9%), and scaled diverse representation at the DRCC from 5% to 24% via all-female part-time shifts.

Education

MBA (PGPX) – *Indian Institute of Management, Ahmedabad* | India

B.E. Civil Engineering - *Punjab Engineering College* | India

Accomplishments and Awards

- Rockstar Award, Amazon ATS: recognised in the cross-functional 'Crack Team' for mitigating upstream network defects across 5 nodes during the Delhi fulfilment redesign.
- CI Silver Champion 2022 for restructured headcount planning delivering ~INR 0.5MM annualised savings. 3x leadership accolades for streamlining inbound and exception-handling operations during a new 300k/day facility launch.

Co/Extra-curricular

- Hosted Samvaad, Amazon India's national leadership townhall, with record 500+ participation.
- Led the ATS Rockstar Awards cultural committee and coordinated CSR initiatives across the North-East region.