

PATRIZIO PECUNIA

PROGRAM LEADER - DATA, CUSTOMER SUCCESS, OPERATIONS

CONTACT



SKILLS

- Program Leadership
- Data Analysis
- Data ownership and stewardship
- People Leadership
- Operational Excellence
- Customer Success
- E-commerce retail
- Agile Product Management
- Project Management
- Operations Management

EDUCATION

Bachelor of Science, Statistics
Università degli studi di Bologna

PEOPLE HIGHLIGHTS

Graduated as **Amazon Bar Raiser**: interviewed more than 500 candidates, 230 of them in a Bar Raiser capacity and hired **80 employees as Hiring Manager**.

As a people manager consistently ranked in the **best quartile of Amazon managers** for quarterly employee satisfaction for 8 consecutive years.

Advanced **stakeholders management**, with a track record of presenting in front of and influencing executives.

LANGUAGES

Italian - native speaker

English - full business proficiency (C2)

German - advanced (C1)

PROFILE

Leader with deep experience and understanding of business topics in commercial and operations, paired with strong analytics leadership experience:

- **Data driven decision making**: Through data driven approach I identified continuous improvement initiatives to boost commercial and operational excellence with savings reaching up to €8.5M/year.
- **Strategic Commercial Program Management**: from idea generation to launch, roll-out, scale and automation of customer success programs. Full ownership on €500M in revenues and 40+FTE direct reports.
- **High-Impact internal Program Management**: kick-off, adoption support and operational excellence initiatives for employee facing programs, with a total indirect customer base of 120k employees. Achieved broad success in terms of participation (55%) and satisfaction (4.5/5).

WORK EXPERIENCE

Principal Program Manager, Data

The Adecco Group

2023 - to date

- A senior individual contributor role, reporting into the Group Data SVP and in charge of all data enablement and governance global programs.
- Data Literacy and **Data Enablement** programs resulted in more than 600 colleagues involved in the first year, with a general satisfaction of 4.7 / 5.0.
- Partnered in the launch of **key Governance Capabilities** across the Group, as Data Catalog and Metadata Management

Senior Manager, Operational Excellence, HR Data and Programs

Amazon EU sarl

2022 - 2023

- Within the Global Learning Technology organization. My role was to support the creation and roll out of a **data strategy** to measure the impact of learning programs and tech products. Acted as **data owner and data steward** for training data.
- Led a team of Business Intelligence Engineers (4) and Senior Product Managers (2)
- Moved the team to an Agile approach releasing more than **100 new data features / year** solving problems around KPI design and standardization.

Senior Manager, Training - Amazon Transportation

Amazon EU sarl

2020 - 2021

- As a Senior Manager I led the Training function for Amazon Middle Mile Transportation in EU.
- I delivered best in class onboarding experience for 520 Transportation Specialist (91% of them completed the program, with a satisfaction rate of 4.5/5.0)
- Delivered **tailored technological solutions** to address specific needs of the organization (data oriented training), adopted by 55% of the user base
- Led of team of 3 Program Managers and 1 Software Developer

Senior Manager, B2B Customer Success

Amazon EU sarl

2017 - 2020

- As a Customer Success leader my team supported the growth of head vendors. I was responsible for the Consumer Electronics categories in Italy and Spain.
- Engaged head vendors and commercial partners and support their growth (portfolio of 100+ brands accounting for **€500M+ annual revenues**). My team (40+ FTE) had **full control on all inputs** (listing, supply chain, marketing, promotions).
- Drove profitability through a roadmap of process improvement and operational excellence initiatives driving up to **€8.5M / year cost savings**.
- Grew the team from the size of 5 to 40+, fully responsible of the hiring and development of team members.

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CERTIFICATIONS

- Amazon internal Lean Program: Green Belt (2017)

WORK EXPERIENCE

Senior Program Manager, Catalog

Amazon EU sarl

2015 - 2017

- As a Catalog Program Leader I supported mid-tier vendors to create and maintain their catalog and **enable selling on Amazon**.
- Led the Italian team (up to 7FTE - direct reports). Paid service generated **€1.8M+ yearly net profit**.
- Operations execution by catalog teams onshore and offshore (monthly update and maintenance of 1M+ detail pages). Achieved time and quality KPIs: IT team best in class for meeting SLA (97%) and Quality Audit (99%) score .
- As an expanded responsibility **Product listing** program for all EU (a team of 46 people across multiple locations) with the creation of 7.5k detail pages/month through automated and manual processes **generating up to €26M/year in sales**.

Supply Chain Analyst

Amazon EU sarl

2012 - 2015

- **S&OP forecast and forecast automation** for Amazon.it, hitting the yearly target of 94% accuracy.
- Capacity and Network Planning for Amazon Italian physical network (4 nodes).

Adjunct Professor (contract), Bologna Business School

Bologna Business School

2021 - to date

- Teaching a yearly assignment for Bologna Business School.
- The course gives student a deep understanding of how **e-commerce** business works with focus on data driven strategies.
- Rated with a **4.9/5.0 student satisfaction**. Students appreciate the hands-on nature of the course and value the discussion of real life examples. Top rated class in the Digital Marketing course in 2022 - 2023

Previous experiences

- Production Planner - Indesit Company - 2008-2012
- Inventory Specialist - Indesit Company 2007-2008
- Controlling Specialist - COOP Italia - 2004-2005