Mohammad Walid

Strategy · Product · Applied AI

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Strategy, product and operations leader building systems and ecosystems for new technology, from an emerging market to global scale. Built a startup that created National Instruments' market in Pakistan, ran Penn State's AI delivery program, led 30+ managers at Amazon and owned a ~$90–95M D2C domain at ShipMonk. Changed approved decisions at VP and CEO level with models and live experiments. Computer Science + Penn State MBA.

EXPERIENCE

ShipMonk — ***Senior Manager, Continuous Improvement · Direct-to-Consumer Domain Lead*** **2025–2026**

- Owned the end-to-end D2C domain and its product (12 buildings, ~$90–95M annual revenue; internal tooling and the order-management side of the ShipMonk app) in a new role: planning, launch readiness, KPI governance, SOP/RCA mechanisms, merchant escalations turned into SOPs and product requirements, and the WBR/MBR/QBR cadence with the C-suite.
- Designed and launched one operating platform that replaced spreadsheet planning, built with Product and Data Science on Sigma/Snowflake: demand and labor models, a shift planner in every building, live execution and SLA signals, 32 data marts and financial reviews; the centralized model moved beyond its pilot and was being adopted across the 12 buildings.
- Designed and deployed AI-assisted operations on the platform, including a retrieval assistant that follows document precedence and user access: operator decisions 70% faster in the first deployment. Served on the technology transformation committee and drove AI adoption.
- Changed an approved facility design: after a manager flagged slower picking in narrow aisles, built an experimentation dashboard on production telemetry, ran live same-picker trials and took the evidence to my manager, the Chief Supply Chain Officer, who brought in the CEO; live model experiments changed the design at three planned sites, one under construction.
- Built real-time quality alerts, automated packaging rules and audits, and a defect-feedback toolkit: packaging quality 92%→96% against a 95% contract and Platinum/Gold merchant goal attainment 60%→85%; launched a paid photo-confirmation service ($100K in revenue across two quarters).

Amazon — ***Senior Operations Manager (promoted from Operations Manager)*** **2021–2025**

- Led an $11M hybrid-sorter hardware/software retrofit (one of four network pilot sites) through eight months of live construction, aligning Operations, Finance, S&OP, Engineering, Quality and Technology: +5% high-value throughput, 5.1% lower cost; modeled three Prime Day scenarios and took them to VP level, avoiding ~$12M/day in modeled regional exposure.
- Ran the operational alpha of an ML-enabled planning and work-allocation platform at the only one of two alpha sites to complete it, and turned V1 failure modes into V2 guardrails, requirements and launch criteria; led the first waves and wrote the playbook for retiring centralized planning in a second network.
- Owned regional technical process operations across six buildings, tracing how system settings, process standards, labor plans and cadences interacted in live execution: 3.2% regional throughput gain ($15M+ annualized); owned product operations for vision pilots (returns and freight-type classification, camera confirmation at sorter diverters through a peak event).
- Led an organization of 30+ managers across business planning, capacity and labor strategy, OKR/MBR reporting and peak readiness; built a manager-readiness program that up to eight sites adopted as their primary onboarding platform.

Penn State Nittany AI Alliance — ***Program Manager, AI/ML Solution Delivery*** **2020–2021**

- Sole program lead under the director: designed intake, requirements, governance, Agile delivery and handoff for 12 developers across three client programs, with bi-monthly client reviews.
- Delivered an alumni and donor intelligence system (communication intake, sentiment analysis, donor classification, MLOps) still in use at Penn State; recovered a stalled aerospace-sponsor flight-test program through simulation: an ML testing environment for flight ops (LiDAR/point-cloud digital twin), object detection and path planning.

A.R.I.E.S. (technology startup) — ***Founder & Principal*** **2012–2019**

- Built National Instruments' market in Pakistan from almost no presence: $3M+ a year in NI revenue (2016–2019) against a $1M quota, all 10 top target institutions and ~80% of the target market by 2019, and a ~$7M pipeline against a $3M target; NI then assigned its own lead to run the market.
- Built GTM segmentation across 250+ institutions; traced ~90% of academic and research funding and sold into five-year development budgets and donor programs (50+ proposals to ADB, USAID and similar) instead of one-off tenders.
- Helped design and establish four Centers of Excellence and a LabVIEW academy that issued 250+ certifications; ran 250+ hands-on technical sessions for faculty, students and engineers.
- Delivered 20+ NI deployments from discovery, RFP/BOM and procurement through FAT/SAT and technology transfer, including transformer test automation at a national high-voltage lab; managed international supply chain and logistics across Southeast Asia, the GCC and Europe.
- Campus power audits (power factor 0.70→0.85) grew into hospital and government audits; advised a new provincial energy agency on its certification regime (five-star regime adopted) and designed three national testing labs (UPS, LED, battery), since built.

EDUCATION

MBA, Penn State Smeal College of Business 2021
B.S. Computer Science, COMSATS University Islamabad 2013