



Jacob Ha

jacob.haaa@gmail.com | 0413 446 491

Work Experience

Amazon Logistics

Jan 2022 – Oct 2024

Operations Shift Manager

- Scaled operations at Australia's largest Amazon Delivery Station, increasing capacity by 281%
- Led cost-saving initiatives that reduced defects by 29%, saving \$422K in six months
- Managed a rotating roster of 300+ warehouse generalists, improving engagement and team cohesion
- Achieved best-in-class delivery success rate of 99.14% in 2024

Amazon Logistics

Oct 2021 – Jan 2022

Operations Supervisor

- Managed productivity and workflow for dispatching Amazon Flex Delivery Partners
- Resolved inquiries and concerns from contracted delivery drivers
- Conducted safety, quality, and SOP adherence audits

Amazon Logistics

May 2021 – Oct 2021

Delivery Associate

- Ensured seamless dispatching and sorting of packages
- Provided customer service to 300+ delivery partners daily

Education

University of Technology Sydney

2021

Bachelor of Science in Information Technology

Major in Networking & Cybersecurity (WAM: 87.04)

Dean's List 2018, 2019, 2020

Skills

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- Leadership & team management
 - Data analysis (Excel, SQL)
 - Stakeholder engagement
 - Communication & problem-solving