



## China Consumer Leadership Development Program, MBA

Amazon is growing and Amazon is growing fast in the most dynamic market on earth. Amazon China currently offers over 20 million items spanning 32 categories. We operate 15 fulfillment centers (FCs) in China, the largest FC network outside the US. Striving to be the most customer-centric company on earth, we keep innovating and adapting to customer needs in China with new features and services.

We need nimble leaders who move fast, are capable of breaking down and solving complex problems, and have a strong will to get things done. The China program is a rotational opportunity to develop China leaders by putting them on a fast track career path. Incoming MBAs are given ownership of large, important areas of opportunity; the autonomy to think strategically and make decisions; and the ability to drive significant impact on the customer experience. Amazon is seeking to hire and develop leaders who have the capability to grow into senior general managers who run large business segments.

New MBAs in our China Consumer Leadership Development Program (CCLDP) enter a three-year multi-functional rotation program, through 2 rotations in different functions and roles each for 18 months within China Consumer business. Examples of rotation assignments include managing revenue/profits for a set of products or sub-category, optimizing supply chain, negotiating for improved business terms, defining/developing new products, building new marketing initiatives and managing the merchant business growth. Initial rotation placement is based on each candidate's previous experience as well as his or her career interests. Ultimately, the goal of the program is to build strong general managers capable of leading large, complex organizations and businesses.

All of these roles require the same Amazonian DNA: a bias for action; customer-centricity; flexibility; analytics; and the drive to own, build, and grow. Working location: Beijing, China

Basic qualifications:

- MBA is required
- 5+ years of work experience prior to your MBA including academic and/or internship experience
- Complete business fluency in Mandarin and English

Preferred qualifications:

- Proof that you are capable of both high-level strategic thinking and detailed execution
- Proven track record of taking ownership and driving results
- Superior analytical skills
- Exceptional interpersonal and communication skills (both written and verbal)
- Success at influencing others and leading teams
- Comfortable with "hands-on" management of tasks, and proven ability to manage multiple, competing priorities simultaneously

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## China Pathways Operations Manager, MBA

Are you looking to become a big leader in a global Fortune 100 company where you can manage people, process, and technology in one of the world's leading logistics, supply chain, transportation, and fulfillment operations? Would you enjoy the challenge of delivering a continuously improving customer experience to over 120 million customers globally? Could you assume financial responsibilities that impact both the bottom line and shareholder expectations for a growing Fortune 100 corporation? If the answer is yes, then the Amazon Pathways Leadership Development program may be right for you.

Talented individuals are crystalized into great leaders through crucible experiences - extreme leadership challenges that result in life changing lessons and drive people to accomplish great things. The Amazon Pathways Leadership Development program is looking for high potential graduates who are ready for challenges worthy of building Amazon's next General Managers, Directors and VPs. Through a series of intense, progressively challenging opportunities in the core of our world class operations network, we will stretch your leadership capacity to its full potential. The leadership lessons you learn and credibility you develop will benefit you over the rest of your career and quickly prepare you for effective executive leadership.

A Pathways candidate begins as a front-line manager in our Fulfillment or Customer Service network. As front-line managers, you will lead a team of 50-100 right away, while mastering the tools, processes and operations culture that have created Earth's most customer centric company. You'll have a chance to take on progressive assignments specifically designed to test your leadership and analytics capability. You will engage in continuous improvement projects throughout the course of the program in order to gain efficiencies and productivity in your assigned area of responsibility. Our Pathways participants have experiences ranging from leading hundreds of people through our busiest time of year, to helping us to design the fulfillment centers, transportation strategies, and customer service innovations of the future. Our Pathways program is designed to be a fast track to leadership and we provide the support to help you get there.

Pathways graduates can expect to lead organizations of nearly 4,000 individuals, have financial responsibilities for labor in excess of \$2.5 million per week and potentially have oversight of over \$1B+ in capital projects.

Within 3-4 years of starting the program, many Pathways participants say they have gained the leadership experience twice that of their peers from the same class. For over 10 years, the Amazon Pathways program has attracted innovative, talented leaders who are now highly influential Senior Leaders and Executives in critical areas of Amazon's business, in locations all over the world. Join us as we continue to make history.

### Basic Qualifications:

- Must currently be enrolled in MBA or equivalent Master's level program at the time of application and graduated before start date
- 3 years of industry or military work experience prior to Master's program

### Preferred Qualifications:

- Exceptional interpersonal and communication skills (both written and verbal)
- Proven track record of taking ownership and driving results
- The ability to dive deep into data and provide thought-provoking, workable business solutions
- Demonstrated ability to think big and influence across all levels of an organization
- Bias for action and passion for rolling up sleeves and doing what it takes to "get it done"

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## China Customer Experience Program Manager, MBA

### Job Description

Every Amazon employee is focused on improving the customer experience for our millions of customers. The Support Service Team within Customer Service uses customer activity data, feedback and metrics to identify customer pain points, then advocates for and drives change throughout the organization to reduce defects and improve customer experience. The Customer Experience Product Manager will drive improvements by focusing on improving our CPU (contacts per unit) metric.

As part of the Support Service team, you'll be responsible for reducing customer defects primarily by thoroughly understanding the types of customer contacts to Customer Service and determining root cause drivers. You'll then define and communicate a roadmap of opportunities and initiatives to address these root causes. You'll be expected to act quickly, to take ownership of the solution, and to dive deep to get the improvement in place. Presenting the results to senior leadership and considering how to extend the knowledge you've gained to other teams will be required.

The ideal candidate is highly analytical, curious, able to identify and tell a story with data, and a self-starter who is a fast learner. You will be obsessed with creating and delivering projects that truly impact the customers' shopping and delivery experience. You should have experience in creating business requirements and driving improvements. You must have a proven ability to multi-task, prioritize, and thrive in an ambiguous and fast-paced environment.

### Basic Qualifications

- 5+ years in product management, program management or process improvement
- Advanced skills with Excel
- Experience developing business cases and successfully presenting to leadership
- Bachelor's degree in a technical, business, or analytical field (mathematics, CS, engineering or related field)
- Strong communication and presentation skills
- Good English speaking and writing skills

### Preferred Qualifications

- Demonstrated ability to manage multiple projects and coordinate across functional teams
- Demonstrated ability to translate customer needs into business and product requirements. Ability to use hard data and metrics to back up assumptions
- Experience with extracting and analyzing large data sets that cross multiple dimensions
- Proven ability to handle multiple competing priorities, and ability to adapt in a flexible and fast-paced environment
- Excellent communication skills to share findings in an understandable and actionable manner
- SQL skills desired
- MBA desired

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## China Human Resources Leadership Development Program, MBA

Amazon's mission is "to be Earth's most customer-centric company, where customers can find and discover anything they might want to buy online." With over \$75 billion in revenue, more than 117,000 people employed worldwide, and year-over-year headcount growth of 45%, Amazon is uniquely suited to provide high potential MBA and Master's level candidates accelerated careers in HR leadership.

At Amazon, HR plays a key role in enabling talent and business growth, developing smart leaders, operating optimally and cultivating our peculiar culture. With continuing international growth, Amazon strives to maintain the fun and energetic start-up culture that has been critical to our sustained success. The HR Leadership Development Program (HRLDP) seeks to hire the world's best talent and provide customized opportunities to foster individual development of future HR leaders in China. Each HRLDP participant will rotate through three roles lasting 10 to 12 months in different HR functions and business units. The first rotation will be as an HR Business Partner at a fulfillment center where you will learn the fundamentals of HR processes during a critical business cycle. You will then move to our corporate offices for your second and third rotations, which will include assignments as an HR Specialist (Recruitment, Compensation, Leadership & Development, Talent Management and Assessment) and an HR Business Partner supporting specific corporate business client groups.

The program is designed to provide participants an opportunity to gain HR knowledge and leadership skills through challenging experiences and broad exposure in a dynamic, fast-paced environment. Participants in the program have an opportunity to partner closely with business teams, senior HR leadership, and front line managers to accelerate Amazon's growth and success. The Amazon HRLDP community is dedicated to play an active role in fostering the growth of the program and development of future HRLDPs.

### Basic Qualifications:

- Must currently be enrolled in MBA or equivalent Master's level program at the time of application and graduated before start date
- 2 years of industry or military work experience prior to Master's program
- Business level fluency in Mandarin and English
- Valid work authorization for China

### Preferred Qualifications:

- 3-6 years of work experience with 2+ years of prior experience in human resources
- Ability to thrive in fast-paced and ambiguous environments
- Passionate about using data and analytics; are excited about having one of the world's largest data warehouses at their fingertips
- Strive to exceed customer expectations
- Demonstrated ability to take the lead when faced with new and challenging opportunities
- Proven track record of rolling-up your sleeves and diving into details; are hands on with people and problems
- Possess conviction and tenacity, and excellent written and verbal communication skills
- Comfortable creating, vetting, and championing visionary ideas that inspire impactful results

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## China Senior Financial Analyst Rotational Program, MBA

What does it look like to be a Finance partner for a \$60B and growing startup? At Amazon, Finance has the unique challenge of stewarding and bolstering tremendous business growth through applying financial acumen, objectivity and leadership. From Retail to AWS to new businesses still in development, Finance drives direct impact by being a hand-in-hand business partner in measuring and executing on our long term strategy to invent on behalf of our customers. To do so, we look for exceptional candidates who possess the leadership to influence, a bias for action, and the passion to think big while diving deep. The challenges we tackle span multiple industries and functions across our many businesses and acquisitions, all powered by the same mission—to be Earth's most customer-centric company.

Participants in the Finance Leadership Development Program join Amazon as Senior Financial Analysts (SFAs), and are given significant responsibility from the start to drive both business and financial decisions. SFAs are expected to evaluate and quantify new business ideas, execute controllership and reporting for their businesses, and perform data-intensive analyses, all to drive meaningful change and improvement to the way we serve our customers.

SFAs are expected to evaluate and quantify new business ideas, execute controllership and reporting for their businesses, and perform data-intensive analyses, all to drive meaningful change and improvement to the way we serve our customers. Each new hire will rotate through two functional areas, as well as participate in multiple senior leadership learning sessions, so as to broaden their exposure to upper level management and to the various businesses within the Amazon family. After successful completion of this three-year rotational program, participants are expected to take on a senior financial leadership position supporting one of our many business units in China, as the one of the largest and emerging markets in the world. Successful candidate will be moved to Seattle for international rotations after 1-1.5 years upon completion of the first assignment in Beijing.

Working Location: Beijing, China

### Basic Qualifications:

- MBA is required
- 4-6 years of work experience
- Business fluency level of Mandarin

### Preferred Qualifications:

- 3+ years of prior finance experience
- Proven track record of taking ownership and driving results
- Comfortable working in a cross-functional, fast-paced environment, managing multiple, sometimes competing, priorities
- Demonstrates strong leadership, with exceptional interpersonal and communication skills (both written and verbal) to influence other leaders in finance and the business
- Not afraid to dive deep into quantitative data analyses
- Can successfully manage multiple competing priorities simultaneously
- Fluent in standard software including Excel, Access, and knowledge of SQL is preferred
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