

WILLIAM SOLOMON

Technology | Data | Design | whs2k.github.io/cv/

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WORK EXPERIENCE

- 2018 - Present **Senior Risk Manager**
AMAZON - **Product Quality (PQ)** Seattle, WA
· Reduced the counterfeit complaint rate from 62ppm to 8.9ppm (\$239M in revenue savings / yr) by using data analysis and user research to identify the top opportunities from 640M PQ complaints /yr: (i) proactively stopping bad actors with predictive ML models & (ii) rebuilding trust with 1.5M customers /qtr by architecting a mobile chat experience for issues we couldn't prevent
· Owned & improved the PQ review moderation policy and analyses for 330M buyer reviews /qtr
- 2017 - 2018 **Data Scientist**
US PATENT OFFICE Alexandria, VA
· Reduced patent processing time by developing data visualizations to predict challenging cases & building NLP/CV ML models to simplify similarity searches served to users via browser extensions
- 2016 - 2017 **Design Strategist Intern**
JHU APPLIED PHYSICS LAB Laurel, MD
· Conducted user research and led design thinking workshops for USAF and Navy Scientists
- 2009 - 2016 **RF Engineer and Professional Services Manager**
QUAKE GLOBAL San Diego, CA
· Delivered RFID process improvement solutions for over 50 clients including [Airbus](#), Morgan Stanley, DOS, DLA, [US Navy](#), [Caterpillar](#), [Mayo Clinic](#), Cerner, CareFusion, [Vail Resorts](#), and [Nissan](#)

EDUCATION

- 2015 - 2017 **Masters of Business Administration**
THE JOHNS HOPKINS UNIVERSITY
Concentrations: Finance, Risk Management, and IS
- 2015 - 2017 **Masters of Design Leadership**
MARYLAND INSTITUTE COLLEGE OF ART
- 2016 - 2017 **International Development Coursework**
SAIS (School of Advanced International Studies)
- 2005 - 2009 **Bachelor of Science: Mechanical Engineering**
THE UNIVERSITY OF VIRGINIA

SKILLS

Business & Design

Strategic Planning, Goal Setting, Roadmapping, Policy Development, User Research, Design Thinking, Rapid Prototyping, Autonomous Product Management and Project Delivery in Ambiguous Environments, Data Analytics, Experimentation, A/B Testing, Negotiation, Adobe Suite, UX, and Fabrication

Tech & Data Science

Architecture and System Design; Technical Decision-Making Balancing Functionality and Simplicity; Agile Development; ML and LLM Model Development, Deployment, and Maintenance; Documentation; Programming Languages and Principles (Cloud vs On-Premise, AWS, Python, SQL, PySpark, Linux, Git, HTML), and CompTIA RF Engineer Certification

Leadership

Built and managed multiple five-person teams, Conducted 60+ interviews, Mentored 15+ colleagues, Quarterly talent review, Hackathons, 4,500+ PMP Qualified hours, Sustainability Ambassador and Goal Setting

INTERESTS

Advanced French, Soccer, Music Production, [Technical Writing](#) and Blogging, Alexa Skills, [Investing](#), ML, LLM, AI, [Blockchain](#), Tech for Good