1   **Purpose**: To gain approval for Tom Pham to be hired to SCOT team.

2   **Background**: Tom Pham was hired by Amazon as an L3 in January 2022 in Tech Services. During his role,
3   he excels in the following areas as provided by his regional ITM:

4   - As an IT Support Tech II, Tom has consistently performed in the top 10% of his peers in his
5   support node of 5 buildings over the past Talent Evaluation cycle.
6   - Tom has performed at the L5 OTS IT Engineer (L5) developing software supporting all field OTS
7   teams in North America, including OT approval, DSCS usage metrics, overtime hours utilization
8   and violations.
9   - Training over 200 IT Managers, L5 and L4 Engineers, L3 IT support Technicians, at T1 AA's on all
10   field related DSCS business functions.
11   - Tom was the lead on Project Lighthouse which created high visibility mobile carts for safety
12   reasons. This was for his AMXL site SCK3 which has to problem solve in areas with alot of PIT
13   equipment. This solution includes lighting and flags and other items to help ensure that PIT
14   drivers can see mobile carts to prevent accidents.
15   - Tom has created multiple metrics and tableau dashboards for the region including an older OE
16   metrics board that is now depreciated, a DSCS usage dashboard, an overtime vs. actual
17   dashboard, and an ARMA/WHID dashboard to assist with another region tracking. He also owns
18   and manages the completed DSCS wiki pages, which is one of the most utilized wikis for our
19   teams, techs, and engineers, in utilizing DSCS.

20   Because of Tom's ability, his manager recommended for him to go through a full interview loop for an L4
21   Engineers in February 2024. He was inclined to an L4 Engineer position (see confirmation in appendix A),
22   however, because there is not a current need for L4 in his region, his promotion was put on hold. His
23   ITMs and regional ITMs endorsed him for the next level because his skill set has accelerated his current
24   level.

25   **What evidence suggests that Tom will exceed the bar as a BIE within SC and SCOT team?**

26   Tom volunteered to be a part of DSCS ambassador network to drive adoptions and training within Field
27   IT since November of 2023. He dedicated approximately 25%-30% of his time to this program. Since he
28   participated in the program, he observed the following:

29   - While Tom has no knowledge of Oracle EBS when he became part of our ambassador team, he
30   was able to quickly learned the different tables and the data flow within the system to allow him
31   to perform adhoc analysis to drive the adoption. He leveraged user logins and activities, to
32   determine what areas and also what node requires incremental training and support to drive
33   ITM engagements and coordination [**learn and be curious**].
34   - He led the coordination and training over 200 L1-L3 associates to onboard to DSCS that resulted
35   in reduction of user inactivities in the system. For his region, we observed consistent 90% user
36   activities in the system for the past 2 quarters. Through his interaction with various IT managers
37   in the Field, he noticed a large knowledge gap in the training programs for ITMs. He coordinated
38   and lead the first ITM training for his west coast region. [**ownership, bias for actions**]. The ITM
39   training program will continue to evolve over the next two quarters.
40   - One of DSCS functionality called bulk movement of inventory requires individuals to manually
41   download different reports and perform several comparison to be able to complete template

42	successful for our RPA[1] solution. This tool is being largely used today for associates that requires
43	to move significant numbers of equipment while SCOT team is working to refine bulk asset
44	move [**customer obsessed**].
45	- Due to high volume of miscellaneous receipt[2] in DSCS, SCOT team worked with vendor
46	management team to obtain data around equipment delivered to OTS sites in an attempt to
47	assist Capital Planning team to link the asset in DSCS to the financial ledger. The first round of
48	data we received from the vendor was unstructured and therefore was extremely difficult to
49	analyze. Tom saw the challenges and wrote the python script to help process the unstructured
50	data to enable us to load the data into a temp table in DSCS to analyze [**invent and simplify**].
51	Tom helped analyze vendor data and noticed ~$55M (~104K units of serialized assets) was
52	shipped to our facility. Of the serial numbers that was sent to us ~$20M (~37K units) were
53	received in DSCS as of March 30, 2024. ~$35M (~67K units) are unaccounted in DSCS. ~$8M is
54	associated to PO that were already paid. He drove the receipt of ~8M equipment into the
55	system. He also noticed large orders (specifically programs related) that were delivered to
56	different site compared to the PO shipping address. As a result, leaving local team with no other
57	choice than to perform misc. receipt into DSCS. He also contacted sites that needs to received to
58	further understand the issue, and through several data analyzes, he noticed that many sites
59	created dummy serial numbers into the system because the equipment was already deployed
60	by the time the associates had the opportunity to receive the asset into the system. He helped
61	drove the corrections of those serial in DSCS [**deliver results & insist on the highest standards &**
62	**earned trust**]. The SCOT team is currently evaluating how we can leverage third party data to
63	ease the issues in receiving PO and also detect when PO address does not align with delivery.
64	- In the most recent Field IT inventory count pilot, we have a large volume of reported issues
65	around count errors during the execution and approval of the count more than 90% of the pilot
66	counts (300+ sites) were reporting issues. Tom quickly coordinated with the SCOT team to
67	understand the data tables. He used this knowledge to identify common issues that experience
68	by user and potential resolution (a) double scanning – account for 48% of the issue requires no
69	action from field team (b) serial stuck in-transit and requires receipt etc. (c) serial was moved
70	after the count was completed but before approval resulting in errors inhibiting ITM from
71	approving the inventory count discrepancies (note – without successful approval, field team
72	effort in the count is fruitless). This help training enablement team in writing FAQs and
73	communication on workaround until technical team can develop enhancements to address
74	these issues. This also is a basis to drive the current changes to business requirement doc. for
75	inventory count in the field.

| 76 | Prior to Amazon, Tom has 12 years of experience ranging from being a computer science instructor at a |
| 77 | college, marketing director, and field service engineer. I had the privilege of observing Tom on several |

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[1] RPA – is a bot solution where users are required to complete a template to enable to the bot to execute certain functionality. The bot requires data to be an exact match into the system and there is no data validation on the template. Often times, the bot will fail to process because of user inputs which creates an intense system dissatisfaction for our users.

[2] Miscellaneous receipt is an exception process in DSCS that allow user to record inventory into the system without requiring a purchase orders. This process is used when site order outside of DSCS or is part of a correction process due to historical data issues. Assets that are added using this method will not be linked to the financial ledger because the system linkage does not exist to the procurement system.

78 occasion when he delivered in-person training to the local IT team. He was able to create an engaging
79 learning environment, teaching from concept, visual images of those concept, to actual execution of
80 functionalities in the system.

81 Feedback from our interviewers were positive and indicated that he has the technical chop and will be a
82 valuable member to the team. In the short period of time and limited capacity (25%-30% dedication),
83 Tom was able to demonstrate that he can support the scaling of DSCS adoption. Through these
84 evidences, we believed Tom will exceed the bar as a BIE within the SCOT team, and we recommend for
85 him to be incline for the role.

86 **Appendix A**:

87 Confirmation of L4 Engineer Incline

From: PSG Support <gos-psg@amazon.com>
Sent: Tuesday, February 27, 2024 10:52 PM
To: Pham, Tom <ducphamt@amazon.com>; tomducpham.amazon@gmail.com
Cc: Hoffknecht, William <whoffkne@amazon.com>; Strube, Kaila <strubeks@amazon.com>; PSG Support <gos-psg@amazon.com>
Subject: Tom Ducpham – Interview Outcome – IT Support Engineer I – BFL2-FCSortable(Shafter,CA,US)

Hello Tom,

Thank you for taking the time to interview for the IT Support Engineer I (Level 4) position. The team was very impressed by your skillset and we are glad to inform you that you have been successful in the interviews and you are inclined for the role! At this time, we are still awaiting a final hiring decision.

If you are not immediately selected to fill one of the current openings you interviewed for, do not worry! Your inclined vote is applicable for one-year and allows you to be considered for the position you have been received the inclined vote for across the network without needing to attend another onsite interview, for up to one (1) year. Your incline does not guarantee you will receive a job offer. If you have any questions about your inclined vote, please contact your direct manager or designated HR partner. If you have questions about this interview and your application status, contact the recruiter that is CC'd on this email.

Next Steps: Once you are added to the NA internal Inclined Talent Pipeline (iITP):

- Please update your top 5 nationwide Geo Preferences in your My Career Profile (MCP employee profile by metro city or state in the event you are not immediately selected for an opening.
- If you would like to open your preferences to new locations or site types, please update your My Career Profile (MCP profile directly. Your designated HR partner or current manager can answer questions you have on relocation and market differences to support your decision-making process.

Congratulations again on your inclined vote!

Following your interview process, the Amazon internal recruitment team will send you a survey to tell us about your interview experience. You should receive this survey within a month of your onsite interview date. Please be sure to take a few minutes to complete this as it helps our recruiting team gather feedback on the strengths of our process and where we can improve. We take the time to review every survey response in order to provide a positive experience to future candidates. Your suggestions can help make a huge impact in our process so be sure to let us know how we did!

Regards,

88 WW Ops TA and Kaila Strube