

Thomas Denny

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Summary:

Operations leader who has scaled teams at Amazon, launched a facility at Tesla's Gigafactory, and is building AI-native workflows at Meta. The through line is the ability to translate strategy into execution at any scale. The move into AI at Meta was deliberate and it's where operations experience and emerging technology create the most leverage.

Employment Experience:

Meta

Program Manager, Global Operations

Austin, TX

January 2023 – Present

- Reduced average vendor launch cycle time from 36.3 days to 10 days by implementing weekly metric audits, real-time gap communications, and a standardized work checklist, while maintaining 100% compliance across 174 launches.
- Drove team-wide AI tool adoption from 17% to 82% in six months by building an AI Adoption Playbook, hosting a team-wide hackathon, and delivering weekly training demos, growing daily active users from 6 to 43.
- Mapped 91 change management process steps across a Jobs-to-Be-Done AI exercise, identifying 7 high-impact automation opportunities and projecting 343 hours in annual FTE savings.
- Produced 12 AI educational guides, a canonical AI resource guide, and a NotebookLM knowledge base that established a repeatable AI knowledge-sharing cadence across the team.
- Managed change management execution for 186 vendor launches across the Family of Apps portfolio, coordinating 958 agents across 10 vendor sites.
- Scoped a full managed service provider rollout across the change management team, analyzed business impact and time savings, and recommended against implementation — preserving operational agility and simplicity; recommendation adopted by leadership.

Tesla

Manager, Production Control – M3

Austin, TX

March 2022 – December 2022

- Launched Gigafactory Texas, Tesla's 10M+ sq ft EV manufacturing facility, as Production Control lead overseeing all material receiving, storage, and point-of-use supply in support of lean manufacturing and audit compliance.
- Scaled the Production Control organization from 4 managers and 80 associates to 16 managers and 800+ associates in 7 months through structured labor planning and a cross-functional daily communication cadence.
- Reduced cumulative material-related production downtime from 3,000+ hours per week to under 1,000 hours in 6 weeks by driving process improvements across Material Planning, Logistics, Operations, Engineering, and IT.

Amazon

Senior Operations Manager – L7

Raleigh, NC

March 2020 – February 2022

- Launched RDU1, a 640k sq ft Amazon Robotics fulfillment center, as Senior Operations Manager overseeing 6 Operations Managers, 16+ Area Managers, and 1,500+ associates across outbound operations.
- Ranked 2nd in planning accuracy across 50+ fulfillment centers during Peak 2021 and broke RDU1's single-week volume record at 5,061,759 units processed.
- Delivered 105% of outbound operating plan during Peak 2021 against a regional average of 99.1%, ranking 2nd in the region for Pre-Slam BPS at 122 and achieving the 2nd-greatest throughput improvement in the Amazon Robotics network since Prime Week (+6.5%).
- Reduced site-wide gross adjustment defect rate from 72,000 DPMO to 44,000 DPMO as Gross Adjustments STL by implementing a daily cross-functional war room with Inbound and Outbound representatives.
- Achieved #1 Trans-Out Reactive Cancellation DPMO in the Atlantic Coast region and #4 across the Amazon Robotics network by establishing a daily transship risk review with a no-miss accountability standard.
- Developed 2 direct reports to L7 Senior Operations Manager promotions and elevated 1 high-performing L6 to acting CAP Senior Ops Manager — achieving a 30% promotion rate across the department.

Amazon**Miami, FL***Process Engineer, Field – L6**June 2019 – March 2020*

- Served as Field Process Engineer for MIA1, providing process standardization and variation-reduction support to 8 Senior Managers, 24+ Operations Managers, and 60+ Area Managers.
- Designed and implemented a mechanical giftwrap solution for Peak 2019 that fulfilled 89,900 customer orders with zero safety incidents and a 3.2% YoY throughput improvement — solution adopted by sister sites for their peak implementation.
- Drove completion of 8+ site-wide Safety, Quality, and Productivity improvement projects including SmartPac 5.3 deployment, HyperCube Phase 2, and AFE automation initiatives.

*Operations Manager – L6**July 2018 – June 2019*

- Launched MIA1, an 880k sq ft Amazon Robotics fulfillment center, as the ICQA Operations Manager, directly managing 2 Area Managers, 22 Process Assistants, and 3 Data Analysts.
- Achieved an average Inventory Record Defect Rate of 5,468 DPMO across the first 12 weeks of MIA1's launch, well below the 11,000 DPMO goal, including a perfect 0 DPMO in the opening week.
- Drove Guided Coaching Compliance from under 60% to 100% in two months by onboarding MIA1 onto an automated notification system, reducing Outbound defect rate by 19% (45,054 DPMO → 36,547 DPMO).

Phoenix, AZ & Jacksonville, FL*Various Roles – L4 to L5**February 2016 – July 2018*

- Advanced through four roles across Inbound Operations, Inventory Control & Quality Assurance, and Project Management, progressing from L4 to L5 across two fulfillment centers in two years.

Certifications:**University of Texas at Austin**

Post Graduate Program, Generative AI for Business Applications

Austin, TX*Expected May 2026***University of South Florida**

Certified Six Sigma Green Belt

Tampa, FL*October 2019*

Education:**University of South Florida***Bachelor of Science, Business Management***Tampa, FL***May 2015*

Skills & Tools:**AI Tools:** Claude, NotebookLM, Wispr Flow, Gemini, MetaAI, Gamma, Manus, Large Language Models**Operations:** Six Sigma Green Belt, S&OP planning, vendor management, workforce planning, data annotation workflows**Productivity:** Advanced Excel, Google Workspace, Obsidian