

# Robert Garland

## Head of Data, Amazon Leo

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### EXECUTIVE SUMMARY



I am a results-driven data executive with 15+ years of experience leading cross-functional global teams to drive innovation, operational excellence, and data-driven decision-making. With a proven track record, delivering over \$490MM in incremental revenue and \$1.5B in loss avoidance through machine learning (ML) solutions, my impact is in the strategic alignment of data strategies with business objectives to foster a culture of professional growth. My leadership philosophy prioritizes team empowerment, collaboration, and professional development, enabling sustained organizational growth through high-impact results by growing and retaining top talent.

### WORK EXPERIENCE



**Amazon.com, Amazon Web Services (AWS) | Seattle, WA; Arlington, VA; Virtual | 2016-Present** 

**Career Progression:** Business Intelligence (BI) Engineer (2016) → Manager, BI/Data Engineering (2017-2018) → Manager, Data Science (DS) and Engineering (2018-2021) → Senior Manager, DS, Engineering, and Analytics (2022-2024) → **Head of Data (2025+)**

**Amazon Leo (2025+):** Hired to lead central data infrastructure, engineering, analytics, and science for Amazon Leo, Amazon's Satellite Internet Service Provider launching in 2026. Key Accomplishments:

- Hired out 15+ data engineers, applied scientists, and managers to build 0 to 1 data infrastructure complying with regulatory and analytics requirements, including data storage, ingestion, handling, and reporting tools for all of Leo Business
- Built first inventory fulfillment simulations, cutting global purchase orders for \$35M in inventory
- Built network-wide simulations to optimize bandwidth and quality of service policies
- Drove alignment with business, legal, privacy, and regulatory owners to certify our system to handle export-controlled sensitive data, ensuring lineage and compliance to international data handling laws including GDPR and the European Digital Markets Act
- Built first data-driven business review for Leo executives, establishing a goal-oriented data-driven review mechanism to ensure we set and hit growth trajectories in 26 countries post-launch
- Drove Kuiper Business GenAI strategy and policies, incorporating Anthropic Claude-based development processes to enhance business efficiency through force-multiplication

**Selling Partner Services (2016-2018, 2021-2024):** Progressing from an individual contributor BI Engineer to a manager of BI/Data Engineering, and returning in 2021 to build/lead a large-scale (manager of managers) cross-functional engineering and science team for matrixed organizations. Our organization helps Sellers grow their business through Amazon by providing them with a trusted set of platforms and products to grow their brand, collaborate with each other, and enhance the level of support they receive. Key Accomplishments:

- Built ML models to identify and surface over 500MM world-wide Small Business products directly to >1B Amazon customers globally, resulting in \$490MM in incremental sales annually
- Created, owned, and refreshed science and engineering visions and ongoing strategies for technology and resources for greenfield and established organizations in Selling Partner Services
- Built graphical ML models to curate personalized content to >2 million selling partners worldwide on Forums
- Built natural language processing (NLP) models to establish sentiment trends, themes, and trending topics from online Seller Forums discussion
- Developed research frameworks for assessing proficiency and employee development paths, including a Talent Mobility ML model, matching high potential employees with diagonally-up career pathways

**AWS People Analytics (2020-2021):** As the Head of AWS People Analytics responsible for 90k employees, I built a data product vision for People Analytics 2.0, interviewing over 20 directors and VPs across AWS, compiling business requirements for monitoring and growing a healthy workforce. Key Accomplishments:

- Built resource supply/demand models to anticipate trends in hiring, talent mobility, promotions, and attrition
- Owned weekly business reviews to multi-VP audience, driving strategic Work Force Planning decisions
- Owned monthly organizational health reporting to business SVPs, reporting on key performance metrics speaking to diversity, labor supply and demand, top-tier retention, attrition, and organizational composition

**AWS Infrastructure (2018-2020):** As the head of a Data Science and Engineering team, I led large-scale research initiatives focused on identifying and closing gaps in areas of risk and opportunity within Data Center Capacity Planning. Key Accomplishments:

- Developed end-to-end resource planning system for \$300M+ in fund allocation based on AWS Infrastructure capacity health, geographic, resourcing, and business opportunity inputs
- Isolated and modeled gaps in AWS Infrastructure Planning, mitigating >\$300MM annually in anticipated lost capacity during operational planning cycles
- Modeled global regulatory events, including Brexit and GDPR for Infrastructure SVP through a detailed risk analysis, with supply plans to be deployed dependent upon risk tolerance. Approval received for over \$200MM in capital expenditures to procure land/build data centers mitigating regulatory risks in UK and India
- Built, maintained, automated, and presented regular (weekly, monthly, and quarterly) automated business reviews via Tableau and AWS Quicksight to Director/VP level audiences.

**Biogen | Cambridge, MA and Durham, NC | 2013-2016** 

**Career Progression:** Senior Clinical Analyst (2013-2014) → **Senior Data Scientist (2015-2016)**

- Conducted scientific research for 7 published Health Economics/Outcomes Research (HEOR) posters and manuscripts, supporting pricing decisions for 3 Multiple Sclerosis (MS) therapies
- Led 6 statistical programming teams through Phase III MS Trials to regulatory filing and approval
- Participated in regulatory review panels/audits ensuring successful and complete first-time submissions for NA/EU/APAC authorities
- Designed, coded and maintained macro tooling systems to automate clinical analysis coding for 70+ analysts
- Produced 1,200+ clinical specifications and outputs for analytic data tables and tabular/graphical analyses

**Dataphiles Programming | Durham, NC | 2010-2013**

**Career Progression:** Associate Clinical Programmer (2010) → Clinical Programmer I (2011) → Clinical Programmer II (2012) → **Senior Clinical Programmer (2013)**

- Led 10 statistical programming projects through Phase II and III clinical trials
- Created company-wide macros, enabling re-usable code for 20+ employees supporting multiple clients
- Produced 1,000+ clinical specifications and outputs for analytic data tables and tabular/graphical analyses



## SKILLS AND STRENGTHS

- Strategic Data Architecture Design Leadership and Vision Curation
- Cross-Functional Leadership from Data Engineering → Business Intelligence & Analytics → Data/Research Science
- Hiring, Developing, and Mentoring Science, Engineering, and Program Leaders
- 0 to 1 Data Expert, building core infrastructure and tools to launch multiple businesses
- Multi-Location/Global Team Management
- Business and People Analytics/Research
- Building/Leading Organizational Business Reviews, for product owners and executives
- Data Science/Machine Learning (ML) Modeling and Deployment
- Generative AI Development and Strategic Leadership
- Proficient in AWS, SQL, Python, SAS, Tableau

## EDUCATION



Master of Science in Computer Information Systems - Boston University  
*Specialty in Database Management and Business Intelligence*

2014



Bachelor of Science in Statistics - North Carolina State University  
*Minor in Mathematics*

2009

## CERTIFICATIONS/LICENSES



AWS:



SAS:



Certified Base Programmer for SAS®9



Certified Advanced Programmer for SAS®9