

NHAC TONY TON

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Former **Software Development Engineer** transitioned to **logistics expert leveraging AI, software, and technology** to improve processes and develop innovative projects that enhance the logistics field within Amazon. Proven ability to deliver high-impact automation solutions and AI-driven tools in fast-paced environments with demonstrated leadership experience managing technical teams.

Skills

AI & Machine Learning: AI Model Training, Prompt Engineering, Model Precision & Recall Optimization, Efficiency Improvement, Testing & Analysis, Amazon Quick Suite, AI Agent Development

Current Stack: C#, Python, .NET, Javascript, CSS, HTML, React, JSON, NodeJS, Express

Familiar Technologies: TensorFlow, PyTorch, Pandas, Numpy, C, C++, Java, Typescript, React Native, MySQL, Redshift, SQL, AWS, Google Cloud, Git, Docker, Kubernetes, Microservices, REST APIs, Zendesk API, HMAC-SHA256, AWS Cross-Account Architecture, SES, Lambda, DynamoDB, AWS Sage, S3

Soft Skills: Communication, Teamwork, Decision-Making, Leadership, Adaptability, Openness to Feedback

Accomplishments

- **AI SQL Generator Development:** Created production-ready AI-powered SQL generator for Amazon transportation data, achieving 99%+ accuracy and reducing query development time by 90%, now serving over 15 unique users daily with 100+ unique queries processed daily.
- **AI Model Optimization:** Improved AI model precision and recall by 20%, reduced training time by 25%, and increased overall efficiency by 30% through specialized training and rigorous testing at Outlier.ai.
- **B2B Service Development:** Led end-to-end development of a comprehensive B2B service package, now utilized by 75% of existing clients, leveraging React, PHP, and Javascript.
- **Website Development:** Developed new customer-facing websites for multiple clients, resulting in a 15% increase in online sales.
- **Social Media Component:** Led a team in creating a social media component using React, JS, HTML, CSS, and Node.js, leading to a 10% increase in user retention.
- **Security Protocols:** Implemented new security protocols including Google Account integration, 2FA, and Passport, resulting in a 20% increase in customer retention and trust.
- **API Refactoring:** Enhanced team productivity by refactoring legacy APIs to REST style.
- **Data Pipeline Optimization:** Engineered SQL query optimization reducing 3 million rows to 56 essential data points, eliminating Excel processing limitations and enabling real-time terminal processing analytics.
- **Cross-Account Integration:** Designed secure AWS architecture enabling seamless communication between SES and Lambda across multiple accounts, overcoming federated user limitations through resource-based policies.
- **Automated Reporting Systems:** Developed a comprehensive SQL training curriculum and implemented an automated carrier capacity tiering system, improving operational efficiency and reducing manual oversight requirements.

PROFESSIONAL EXPERIENCE

Logistics Coordinator IV, Amazon, AZ

2024 – current

- Deployed AI-powered training agent using Quick Suite framework, providing intelligent knowledge base access for AFX Standard Operating Procedures and automated training delivery
- Built AI-powered workflow generator using natural language processing and Mermaid visualization, enabling automated creation of process maps and workflow documentation
- Architected comprehensive project management AI agent leveraging Amazon's Quick Suite platform, integrating Outlook, Slack, and ASANA for automated communication and project coordination
- Developed quality assurance AI tool for shipper operations, analyzing performance data against SOPs to generate coaching recommendations and evaluate session quality through transcript analysis
- Created AI-powered SQL generator for Amazon transportation data, achieving 99%+ accuracy and reducing query development time by 90%
- Optimized database schema by 95% and built validation framework preventing AI hallucinations in production SQL queries

- Developed interactive AI system enabling non-technical users to access complex transportation analytics through natural language queries
- Engineered mission-critical automation solution utilizing RESTful API architecture to process 4,000 carrier fuel surcharge records, eliminating 144+ manual labor hours and resolving a 5-year corporate challenge that previously defeated multiple attempts
- Developed fault-tolerant data pipeline that achieved 100% accuracy while circumventing unstable internal systems, delivering complete process automation and immediate ROI through labor cost reduction
- Independently designed and implemented scalable solution despite resource constraints, successfully addressing potential legal/compliance risks and creating reusable framework for future processing needs
- Spearheaded AI initiative for seamless integration with training and problem solving potentially saving 40% of downtime and recovering over \$3m of annual revenue.
- Pioneered development of AI-powered automation software for metrics gathering and analysis, streamlining operational reporting processes and improving data accuracy in Amazon's yard operations
- Designed cross-account AWS serverless email processing system using SES, Lambda, and S3, enabling seamless two-way Zendesk integration and eliminating manual copy-pasting of customer replies
- Optimized SQL queries reducing data processing from 170k+ records to 86 essential data points, transforming hours-long processes into seconds and significantly improving operational efficiency
- Implemented secure token generation system using HMAC-SHA256 with 30-day expiry, preventing unauthorized access through 4.3 billion unique combinations for email-based communications
- Developed comprehensive carrier coaching methodology expanding coverage from 15 to 25 carriers per week (60% increase), resulting in measurable reduction of operational defects

Software Engineer Lead, AI Model Training at Outlier.ai (Contractor, AZ) 2024 – 2024

- Led team of software development engineers in training AI models for software engineering tasks, achieving a 20% improvement in model precision and recall
- Managed cross-functional collaboration and mentored junior engineers on AI model optimization techniques
- Conducted comprehensive testing and analysis, reducing model training time by 25% and increasing overall efficiency by 30%.

Mid-level Full-Stack Software Engineer at Take Charge America (Contractor, AZ) 2023 – 2024

- Led the integration of industry-leading security protocols using C#, JS, CSS, CSHTML, .NET, SQL.

Mid-level Full-Stack Software Engineer at BruteSoftworks (Contractor, AZ) 2022 – 2023

- Spearheaded development and refinement of a client-facing service package, now adopted by 75% of the client base using React, PHP, JS, and CSS.

Full-Stack Software Engineer at 100Devs Agency (Contractor, CA) 2021 – 2022

- Designed and implemented user-friendly landing pages, increasing revenue by 15%.
- Migrated legacy technology to modern frameworks, improving performance and user experience.

Algorithm designer and Software Developer at Trading Algos, Arizona 2017 – 2020

- Conducted research and development of stock trading algorithms, implemented in Python.

EDUCATION

BS Psych, Minor CS, Arizona State University, Arizona: Dean's List, Magna Cum Laude (All Years Top 10%)

CompTIA Security+ 2025

AWS Certified Cloud Practitioner 2025