[Nic]

0:00

One of the things I really love about Amazon is that you really get to feel like a business owner as part of this larger company.

0:08

I love that I get to own my own category and set it strategic direction. The fact that we employ over a million people, yet I still feel like we're appreciated for the backgrounds that we bring in and you really get an opportunity to showcase that as well.

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I'm Nic, a Senior Vendor Manager at Amazon Australia working in the Health and Personal Care team, looking after baby care and paper.

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The customer is at the forefront of every decision I make. Data driven decision making is one of the core pillars of this role and really any role at Amazon,

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And it's all about really trying to understand what's going to be best for the customer moving forward.

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Everything that you want to do is sort of at your fingertips in terms of the tools that are being created.

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Every system that you use in Amazon is purpose built by Amazon for Amazon. You're at the cutting edge of this technology and have access to all these systems that no one else in the world bar Amazon employees are using.

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I have SVMs around the world that are doing the exact same thing that I am, talking to the exact same partners, and for me it's meant that I can actually leverage their relationship to grow the relationship in Australia.

1:08

So I have a set of strategic partners that I work with. We own everything along the process from purchasing that product to selling it through to customers, but it means daily that I'll be connecting with internal teams to understand how we're actually going to bring the best

experience to life on site.

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Having vendor negotiations, having different commercial and strategic decisions fall to you, so you get this all encompassing kind of role, which I've found very different to anything I've done before and despite the fact in previous roles I've led teams and I don't directly lead

people here,

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I feel like I get to lead the category. Joining a new category and building new relationships, is kind of the reason I really love being here.

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You have to have this really good backend and data driven side to make sure that you're making the right decisions. It's this amazing blend of quite a few different roles that are out there, but that's what really keeps it interesting.

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Amazon Australia has such a long runway ahead of it. We want to make sure that we adjoin part of the weekly shopping mission that any customer in Australia has, and that's going to be achieved by having all the selection that they want to see, delivering it at least the next day, and making sure that it represents value to them as well.

2:16

So if I can achieve that for customers in Australia, then I think I've done my job well.