Tony Oyola

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Objective

Dedicated, motivated and career-minded individual looking to bring over 15 years of solid computer experience, 1 year legitimate game/software testing experience and 5+ years of solid management experience to help enhance workflow efficiency and achieve industry goals.

Skills

Adjusted WPM: 78
Expert proficiency with both PC and Mac-based operating systems
Supervisory experience of 10+ employees over multiple years
Knowledge of C++, SQL, basic program creation from school and self-taught
Tenacious commitment to master most challenging work-based objectives
Diligent and meticulous researcher constantly diving deep to dissect and master strategies and performance efficiency
Ability to clearly articulate written and/or verbal instructions
Well-versed in Google Docs, Microsoft Office, Photoshop
Excels in mathematics, technology and written communication

Education

Glendale Community College, Glendale, AZ - Foundational studies toward AAS Degree
Cascadia Community College, Bothell, WA - *Additional requirements in preparation for transfer toward Software Engineering/Computer Programming*

Employment

Superior Services Window Cleaning - Route Manager   07/2019 – Present
Various areas, Washington State
Responsible for managing route with little to no instruction
First employee to contribute to expansion of customer base through new business acquisition
Implemented digital tools to help manage data, such as customer payment, miles and expenses trackers
Managed all business-related expenses and necessary materials

Seattle Shade and Awning - Office Manager   08/2019 - 08/2020
Everett, WA
Responsible for scheduling jobs for multiple crew members
Handled customer communications, including initial contact, price quoting and product information based on customer inquiry
Oversaw employee work schedule, payroll and route planning
Accepted payments, created and managed invoices, accepted product shipments
Created a spreadsheet in Excel that streamlined price quotes based on product information entered

Amazon Logistics – Learning Coordinator   04/2016 – 02/2017
Phoenix, AZ
Cover all training responsibilities, including sortation shift and delivery associates

Regularly customized/altered training to better suit station's specific needs
Learned Shift Assistant responsibilities and tools to better serve station (COMP, Logistics Internal, Routing Tools, etc)
Helped improve sortation quality with focused training, coaching and improvised stand-up meetings
Created training methods and processes that led to increased metrics in all processes, including sorting, loading and delivery success. These methods would later be adopted in multiple DSPs nationwide

Amazon FBA - Investigation Specialist   06/2015 – 04/2016
Seattle, WA
Experienced SQL based workflow
Minor experience with HTML5
Proficient in 4 queues with up to $3k approval limit
Became trainer for new-hires after 2 months on the team
Achieved 5 "Just Do Its" in 5 months with the company
Won "Star Pupil" award, 1 of 2 awarded out of 70+ coworkers, after 3 months
Regularly requested to complete special projects for upper management

Google (Through Contract) - Team Lead   09/2013 - 06/2015
Bothell, WA
Experience with ARC-GIS, Photoshop, blueprint analysis, team management
Became Team Lead after 7 months, over coworkers with more experience.
Determined to improve, choosing more difficult projects over simple ones
Experience managing team workflow, quality assurance, hiring and training of new hires, setting and meeting goals, both short- and long-term

Quick Ship Electronics Warehouse - Asst. Supervisor   08/2012 - 09/2013
Woodinville, WA
Quickly rose from product tester to assistant floor supervisor in 2 months
Responsible for inventory, training, product organization and quality assurance
Supervise 10+ employees in product testing, quality assurance and group tasks
Handle all product pickups/deliveries using 26-foot truck