**Avery W. Anderson**

***Education***

* AAS from Bates Technical College in Information Technology
* Graduated from South Kitsap High School, June 2017

***Work Experience***

Operations Manager: December, 2020 - Current

* Oversee the day to day operation of Amazon delivery drivers out on the road and monitor their progress throughout the day.
* Coordinate roadside assistance for drivers.
* Manage the schedule for future routes using Amazon’s roster system.

Amazon Driver Trainer: August, 2020 - December, 2020

* Partnered with Operations Managers, Dispatchers, and Area Managers to coordinate, facilitate, and measure training related activities.
* Facilitated daily training classes for up to 20 people, including in station classes and ride alongs.
* Tracked performance and provided identified retraining and process improvement opportunities.
* Supported standard work and safety programs.
* Led all learning and operational audits.

Paragon Delivery Driver: July, 2019 - August, 2020

* Safely and efficiently delivered packages to customers doorsteps.
* Delivered smiles to customers.

Amazon Ambassador: November, 2017 - July, 2019

* Demonstrated highest productivity on shift numerous times.
* Lead an outstanding team of 20+ associates; focused on safety, efficiency, and cleanliness.
* Responsible for the proper sortation of packages.
* Scanned packages to correct pallet locations.
* Enforced traffic laws outside the warehouse; followed security guidelines by verifying FLEX drivers.
* Maintained a safe warehouse environment; volunteered to participate on the Warehouse Safety Committee.
* Developed an Excel spreadsheet used to organize staging areas for routes.
* Responsible for closing and moving pallets to correct pit locations and maintaining order and cleanliness on production lines.
* Trained new hires.
* Gave tours of the building.

Army Basic Training: August 2017 - September 2017

McDonald’s Crew Member: January 1, 2017 - July 31, 2017

* Assisted in training new employees; demonstrated positive, effective leadership skills.
* Offered great customer service to customers, ensured that every guest was treated in a fast and friendly way. Learned essential hospitality skills.
* Operated cash registers; managed drive-thru orders.
* Ensured fast and timely food service to guests, adhering to McDonald’s food safety guidelines.
* Performed order processing; took accurate food orders from guests in a fast and timely manner.
* Performed housekeeping duties to keep the facility and equipment clean.
* Ensured items were well stocked.

Little Caesars Pizza Crew Member: August 31, 2015 - November 31, 2016

* Effectively managed customer orders, from making to baking pizzas.

***IT Experience***

*Systems*: Linux/Linux Server, Windows Client/Windows Server, Mac OSX, Android/IOS, Chrome OS

*Completed Courses*: A+, Network+, Security+

*Software*: Microsoft Office Word, Excel, PowerPoint, Outlook, and Access certified

* Managed and set up a network of 80+ clients
* Basic knowledge of Cisco IOS
* Active Directory and Windows Server Administration experience

***Personal Qualities***

* Independently follows complex directions and tasks.
* Organized; maintains clean, safe work space.
* Effectively problem solves difficult situations. Functions well under pressure.
* Polite and respectful of others; effectively communicates.
* Flexible, dependable, dedicated, collaborates well with others.

***Achievements***

* Member of Phi Theta Kappa
* Dean's List at Bates Technical College