ISAAC LEE
Software Developer

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Skills

Languages: Java, Full Stack JavaScript, SQL, Python, and C++
Development Software Technologies: HTML5, CSS3, Sass, UX Design (Figma & Photoshop), Bootstrap, jQuery, React, Redux, Node, Express, MongoDB, JDBC, JavaFX, SDK, NPM, API, Git Bash, SQL Workbench, IntelliJ, VS Code, Visual Studio, cPanel, Android Studio, GIT.
Office Software: Microsoft Office (Word, Excel, PowerPoint, Outlook), Slack, Quip, LDAP.
Soft Skills: Communication, Customer Service, Critical Thinking, Conflict Resolution, Problem Solving, Process improvement, Time Management, Networking, Leadership, Recruiting, Team Development, Training & Onboarding.

Certifications

- CompTIA A+ Certification (06/2021)
- ITIL® Foundation Certificate in IT Service Management (03/2022)
- CompTIA Project+ (08/2022)
- PMI PMP (in progress

Education
Western Governors University (WGU) Graduated October 2022
Degree: B. S. - Software Development
Applicable courses:

- Data Structures and Algorithms
- Advanced Data Management
- Scripting and Programming
- Web Development
- Network and Security
- User Experience Design
- Object-oriented Programming
- Business of IT
- IT Fundamentals
- Mobile Applications

Software Engineering Projects

Workflow Planner Application:
Description: Excel (VBA) platform with web imported queries with supported Two Factor Authentication (USB security key) with designed compatibility with preexisting web applications. Sorts live customer package requests into workflow paths on a user Dashboard increasing visibility, accuracy, removing manual calculations and greatly increasing the effectiveness of business decisions. Planner tracks customer requests volume, departure timeline, labor requirements, labor allocation, predictive planning, live feedback loop, and outlines patterns that improve worker productivity.

Highlights & Accomplishments:
- Application used continuously during planning and operations (production) as a Network best practice.
- Implemented an excel (VBA) program that increased primary function productivity by 24% across four Amazon Fulfillment Centers. Accounted for 2+ million USD is cost savings over a 2-year application lifecycle.
- Managed and directed project SDLC in partnership with local Data Analysts.

Workforce Scheduling Application:
Description: Web Application build with vanilla HTML, CSS, JavaScript and Ajax with local and server storage. Generates work assignments for 200-300 associates daily into 5 departments and 10 specialty roles. Allows user-friendly filtering for 6 distinct shift assignment, easy exemptions entries, overflow assignments, and user-friendly overrides. Accounts for work training and automated job rotation.

Highlights & accomplishments:
- Requested by regional stakeholders to address Bias and Favoritism
- Single-handedly handled SDLC for this application
- Reduced work injuries, lost time (productivity) and complaints due to regular job rotation
- Reduced daily user tasks from 25+ minutes down to 3 minutes

Work Experience

Operations Manager (Level VI)
Amazon.com, 06/2022 – Present

Highlights & Accomplishments:
- Primary shift owner of labor, metrics, and success. Directs troubleshooting, development, and enforcement of work methods.
- Coordinates execution of leadership development and engagement programs. Drives Continuous Improvement as a trusted action plan leader with a 100% success rate over the past 2 years.
- Develops SQL Queries to support business objectives.

Quality Manager / Learning Manager / Program Manager (Level IV - V)
Amazon.com, 10/2018 - 06/2022

Highlights & Accomplishments:
- Reduced all site DPMO Metrics by 85%-97% within 2 quarters after starting as Quality Manager at Local Site. Reduced Gross Inventory Adjustments (SOX) from a high of 876,463 DPMO in 2020 Week 2 down to 13,000 DPMO in April 2022 as Quality Manager.
- Supervised all site training and learning initiatives. Supervised and executed local launch training for three Amazon Fulfillment Centers.
- Supervises maintenance of 190,000 virtual container library and execute strategic changes. Acts as POC for 7 sites in the Company Network. Optimizes workflow & processes to reduce business costs.
- Completed Research and Data Analytics for local node in the absence of a Data Analyst during this period.
- Managed a team of 150 associates. Created, executed, and supervised daily work plans and goals. Implemented workforce, work culture, and associate activities while acting as primary POC for all departments.
- Acted as POC in Safety, IT, LP, and HR department functions in the absence of support roles.