### Experience

**Process Assistant (Ship dock)** 2018 Oct-pres

Amazon Fulfillment (YYZ4)

* Trained in all aspects in order to provide support in the dock including acting as a back up for AM leave
* Assist in managing a team of 20 to 40 associates to achieve daily volume goals
* Problem solve shipping and associate issues within the department
* Ensure all CPT depart complete and on time while working with the CPT, TDR, and yard teams
* Ensure associates are engaged in working safely, efficiently, and productively at all times
* Train associates in multiple critical roles to ensure process consistency in the long term

**Fulfillment Associate** 2018 Aug

Amazon Fulfillment (YYZ4)

* Help keep the shift running smoothly in a variety of roles as a Tier 1 ship dock associate including: package palletizing, stacking, sorting, & loading for the different sections in the dock.

**Distribution Centre Associate** 2018

AdMill Group

* Continuously unpacked skids and feed specific flyer orders onto assembly line
* Troubleshooted assembly line stops, removing paper jams, and adjusting conveyor to accommodate flyer size variety
* Sorted loaded pallets in the docking area for shipping
* Processed distributors' flyer/magazine orders for onsite pickup

**Computer Repair Technician** (contract)2017

Renewed Computer Technology

* Diagnosed and repaired computer equipment into working order delivering to customers of the program in the outreach department
* Coached and led teams of 2-4 in different work processes and fulfilling customer orders, decreasing backlog of computer orders for the company during peak
* Processed electronic equipment donations into company inventory saving countless from waste
* Helped company wide re-organization of work environment boosting production and efficiency throughout the facility

**Work Flow Automation Analyst** (summer-intern-contract) 2014

Symcor Inc

* Reported errors in output documents as per quality assurance, eliminating faulty implementation in applications
* Created documentation for processes and applications for future company use
* Assisted with testing of new business onboarding applications
* Assisted with End-to-End testing of migration applications

**Fulfillment Associate** (contract)2012-2013

Amazon Fulfillment (YYZ1)

* Cross trained and proficient in multi-department processes in inventory control and order fulfillment
* Produced above 10% of the required production rate, on average, for both inbound and outbound departments
* Solved space constraints within the whole facility, as part of a specialized team, increasing production rate for the entire inbound department

### Education

**Bachelor of Arts, Major in Computer Science** -York University 2017