

# NURLYBEK SULTAMURATOV



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## PROFESSIONAL SUMMARY

- Obtained Diploma in Software Engineering Technician Program in Toronto, Canada
- Fluent verbal and written English fluency
- Experience working as Technical Support Representative at Carry Telecom, Toronto, Canada
- Two years of experience as a Return to Station Process Assistant at Amazon, Toronto, Canada
- Knowledge in C#, Python, Sql, Oracle
- Also created several personal projects using node.js/express.js, html, css, javascript, and for code clarity typescript
- Familiarity with cloud deployment such as AWS, Vercel and Heroku for testing and deployment
- Strong verbal and written communication skills, and ability to work well in a team environment

## EDUCATION

### Diploma in Software Engineering Technician program 2020-2021

Centennial College, Toronto, ON, Canada

### Diploma in Programmer Technician program 2014-2018

Caspian Modern College, Atyrau, Kazakhstan

## SKILLS

- Troubleshooting
- Analytical skills
- Conflict resolution
- Adaptability
- Problem solving
- Team Leading
- Management Information Reports
- Excellent Communication Skills
- MS-Office (Excel, Word, PowerPoint)
- Time Management

## ADDITIONAL INFORMATION

### Relevant Skills:

- Strong presentation and facilitation skills
- Team oriented and demonstrates diplomatic leadership style in group decision making
- Strong leadership and coaching capabilities
- Adaptable and willing to learn new processes and participate in improvement initiatives
- Strong determination and dedicated to self-improvement

## WORK HISTORY

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### **RTS Specialist, 06/2021 - 04/2023**

**Amazon Logistics Delivery Station -DT01,  
Scarborough,Toronto,Canada**

- Supervised a team of three people and worked closely with dispatchers, process assistants and managers in the Return to Station(RTS) department under the On The Road(OTR) team.
- Maintained and organized inventory of returned items
- Operated and monitored various software systems to manage package sorting, routing, and tracking
- Collaborated with team members to ensure timely and accurate deliveries to customers
- Communicated effectively with team members to ensure smooth operations
- Developed problem-solving skills to troubleshoot and resolve issues
- Knowledge in Cisco, Fixit, Station Command Center and Cortex softwares
- Documentation and reporting of over 50 Delivery Associates performance on excel sheet in respect to 5 different Delivery Service Partners (DSP's)..
- Assisted the operation manager with contributing ideas on ways to point out the safety hazard and to improvise the safety initiatives.
- Before scanning the packages to RTI gaylord, we need to do problem solve for each packages using FIXIT or COMP, so we can easily sort the DELIVERED, ON-ROAD, STAGED, INDUCTED, MARK FOR REPROCESS packages from attempted ones.
- Follow up and ensure reattempts have been made for undelivered packages due to NSL, UTA, UTL, etc using COMP.
- Generate and deep dive PNOV packages and report in the excel.
- Make sure all the customer rejected and damaged packages are properly sorted to FC and departed to FC.
- Performing manual assigning and problem solving for PFSD(same day) loadout.
- Continuously monitor behind routes and routes at risk via CORTEX and inform the process assistant, so he can follow up with DSPs for barriers and provide rescues.
- Assist Delivery Associates on the road issues, if they have any IN-TRANSIT or LOCKER returns.
- Ensure 100% debriefing of return packages are done and check whether all DA's are returned to station.
- Perform a report about the Delivery Associates returning 5 or more packages and inform the manager and dispatchers..
- Trained in Trailer Dock Release, Yard safety and Hazmat Waste Management

- Identify and address safety hazards within the work area.
- Capable of managing time effectively and able to work flexible or extra hours.

**Carry Telecom, 01/2023 - 04/2023**

3550 Victoria Park Ave Suite #301, North York, ON M2H 2N5,  
**Scarborough, Toronto, Canada**

- **Efficient Communication:** Managed high-volume inbound calls promptly, while also executing necessary outbound calls.
- **Technical Diagnosis:** Identified and addressed customer internet issues through thorough diagnosis.
- **Information Gathering:** Acquired essential information from customers, ensuring clarity on reported issues.
- **Solution Guidance:** Delivered step-by-step assistance and solutions tailored to customer needs.
- **Record Maintenance:** Consistently updated and maintained accurate call activities within the system.
- **Network Support:** Offered expert network support, emphasizing customer satisfaction and issue resolution.
- **Team Collaboration:** Worked synergistically with call center colleagues to achieve seamless problem-solving.
- **Issue Escalation:** Elevated Level 2 and Level 3 IT concerns to the Manager for advanced troubleshooting.
- **Shift Flexibility:** Adapted to varying work shifts in line with business requirements.
- **Ad-hoc Responsibilities:** Carried out additional tasks as delegated, showcasing versatility and commitment.

## **CERTIFICATES**

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**International English Language Academy, Toronto, Canada**  
**2019-2019**

Finished college pathways program and obtained english certificate

**Vistula University Warsaw, Poland 2018-2019**

Finished English preparatory school and obtained certificate in english

## **ACCOMPLISHMENTS**

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- **Traffic Controller Training:** RTS Curriculum.
- **Coached operations manager and seasonal associates**
- **Canada AMZL Safety Demonstrations.**
- **Hazardous Waste Training:** Resource Conservation And Recovery Act (RCRA) Module 22106.
- **RTS Training Station Teams T1 to L6.**
- **AMXL/AMZL Dangerous Goods Awareness NA.**

