**WORK EXPERIENCE**

**Amazon Fulfillment Center - JFK8,** Staten Island, NY

***Area Manager (L5), Outbound Singles Department* June 2023 - Present**

* Lead a group of 140–170 associates and 3-4 process assistants in managing, coaching, and professional development; provide training and mentorship as needed
* Oversee OutBound Pre-Slam (AFEs+ Singles) unproductive time and provide weekly feedback to the team on their previous week performance and the expectations for the coming week. Team reduced unproductive time from 17% -14% saving $69K YTD, projecting EOY savings of $148K
* Improve cost on key operational process paths such as SmartPac and Poly from 16% to 10%; Single-Small 18% to 11% and Single-Mix from 21% to 15%. Increase Single-Small’s rate from 122 unit per hour (UPH) to 170 UPH (24% improvement); Single-Mix rate from 56 UPH to 68 UPH (13% improvement) through resolving associate’s barriers and by conducting Seek-to-Understand (STU) conversation
* Partnered with the safety team to install padding on the conveyor support pillars in every station across the department, which led to 100% injury reduction

***Area Manager (L4), Outbound Singles Department* August 2021 - June 2023**

* Coached, managed, and developed a team of 100 to 120 associates and 1-2 Process Assistants
* Established and upheld quality control standards in collaboration with the Learning Operations Team
* Created performance targets and goals to fulfill customer demand, ensure accuracy, and maintain quality
* Partnered with top five gross volume processing sites in the network to standardize scanning mechanism product barcodes on every smartpac machine. Collaborated with engineering team to install these mounts at every station which resulted in additional 4,000 weekly volume and saving the company $1,800 yearly

**Uniqlo 34th Street,** New York, NY

***Supervisor, Women’s Floor* March 2020 – August 2021**

* Supervised 12-30 associates; delegated associates to specific areas depending on need and traffic to ensure items and customer service were available
* Created Daily Work Schedule and Daily Action Plan for the women’s floor to ensure adequate staffing and proper functioning for the next day

***Division Advisor, Women’s Outerwear & Kids Division* June 2018 – February 2020**

* Oversaw the largest division in women’s clothing; met sales goals regularly and collaborated with store staff to achieve goals and provide updates to management daily
* Supervised a team of six Sales Associates within the Kids Division; provided regular feedback and training to ensure optimal performance
* Prepared a strategic plan to adjust layouts and highlight specific sales to meet and exceed sales goals; met at least 90% of sales goals over the five-month period

***Sales Associate*  November 2016 – June 2018**

* Maintained a constant presence on the sales floor to address customer needs; answered questions, provided product information, and directed customers throughout the store
* Operated Point-of-Sale system and ensured prompt and reliable check-out service for customers

**EDUCATION**

**John Jay College of Criminal Justice (CUNY),** New York, NY May 2021

**Bachelor of Arts in Forensic Psychology**

* New York City Council Merit Scholarship 2016-2021
* Harlem Children’s Zone’s Geoffrey Canada at CUNY Scholarship 2016-2021

**ADDITIONAL INFORMATION**

**Languages:** Bengali (Native), Hindi (Intermediate), Spanish (Beginner), Arabic (Beginner)

**Personal Interests:** Writing, Marathon Running, Baseball, Soccer, Cricket, Hiking, Biking