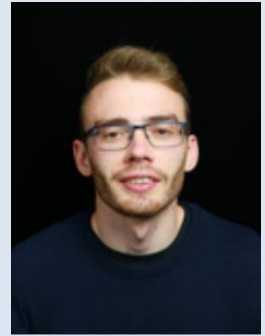# Alvaro Rubio Quiros

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Proactive and ambitious professional whose **computing and communication skills** have brought academically and professionally bright results. **At Amazon**, his expertise in **Supply Chain and programming** has allowed him to excel at **improving processes**, bringing **time and money savings** for the company. Likewise, he has successfully **led different large teams** when being **Area Manager** in three different sites across Europe.

PROFESSIONAL EXPERIENCE

(09/2023 – Present) IB Area Manger / Last Mile Outbound Area Manager
Amazon (MAD4 FC), Madrid, Spain

- Leading a team of +70 associates in **Amazon Legacy** building
- Area Manager on Last Mile New Project Volta where parcels are directly sent to customer from first mile warehouses: leading operations meetings, managing drivers' fleet, implementing continuous improvement ideas, standardizing processes
- Additionally, supporting other areas as manager for Receive, Stow and Customer Returns Dpt.

Achievements

- **Improvement on productivity and DEA (Delivery Estimated Accuracy – percentage of parcels delivered on time):** building a unique source to store all information, automating reports, improving processes and layout design, conducting weekly calls.
  Results: 40hrs saved daily and DEA improvement of +6.4% from Sept 2023 to Jan2024

(04/2023 – 09/2023) Outbound Area Manger
Amazon (LTN4 FC), Luton, London

- Leading a team of +60 associates in **Amazon Robotics** building
- Responsible for Picking Dpt. Monitoring CPTs (Critical Pull Time) to ensure customer promise
- Leading disciplinary, investigations meetings and briefings for large audience

Achievements

- **Productivity Improvement:** tote transition time metric was improved from 2.8secs to 1.7 secs.
  Results: 318uph (May 2023) to 326uph (June 2023) on LTN4 Picking Dpt.

(09/2022 – 04/2023) Inbound Area Manger
Amazon (LTN2 FC), Hemel Hempstead, London

- Leading a team of +70 associates in **Amazon Legacy** building
- Motivating and engaging associates to ensure all tasks are completed in a timely and efficient manner, with the right quality
- Delivering and communicating change during briefs where over 100 AAs attend
- Monitoring quality and productivity KPIs (units/hour, time off task, DPMO overages/shortages)
- Leading process improvements meetings for Stow Department

Achievements

- **Best SLI (Safety Leadership Index):** KPI that evaluates how safe associates feel in workplace. Went down from 6% in Sept. 2022 to 2% in Dec. 2022 and following months (best SLI in the FC)
- **Improvement in Job Satisfaction Metric**: KPI that evaluates how satisfied associates are with the job. Increasing from 64% in Sept. 2022 to 91% in Dec. 2022 (variation of +-5% in following months)

(10/2020 – 08/2022)   **Logistic Scheduler**
Amazon (AMZL EU CO), Hemel Hempstead, London

- Process Improvement: Building tools to automate processes by using Python and JS
- Member of CO Voice (committee to represent the schedulers) and potentially solve problems
- Employee of the month during 6 consecutive months (0 mistakes in 6 months).
- Mentoring new joiners and leading briefs for continuous improvement known as Gemba meetings
- Creating routes for Delivery Stations across Europe (an avg. of 4K routes and over 40K parcels)
- Coordinating operations between Forecasting, Scheduling and Routing Team while creating reports

Achievements

- **Sequencing tool:** Python tool displaying all data required to create a route for any of the 300 nodes
  <u>Results:</u> errors reduction from 24 to 4 weekly, SLA to extract information reduced from 30 to 5 secs
- **Break management app:** Python tool that splits the workload of a person that is going for a break. This app is capable of notifying all stakeholders as well as storing data.
  <u>Results:</u> time saving splitting workload and clean "0 defects" transitions when going for break.

(02/2019 - 09/2019) **Supply Chain Consultant**
Telecomunicaciones y Sistemas Informaticos S.L, Madrid, Spain

- Building and monitoring every department's KPIs. Developing SOPs, organizational charts, job roles and responsibilities documents
- Responsible for the company's ERP and CRM. Being the first point of contact for customers.
- Supporting company partners by acting as a link between CEO and delegations.

EDUCATION

(09/2019 – 09/2020)   **MSc in Supply Chain & Logistics Management**
The University of Strathclyde, Glasgow, Scotland

- **Grade/Role**: **First-Class Honours 1:1 / Selected as Course Rep**
- **Accreditation**: Chartered Institution of Procurement & Supply (CIPS)

(09/2015 - 07/2019)   **BEng Industrial Management Engineering**
University of Rey Juan Carlos (URJC), Madrid, Spain

- **Grade**: **7.49/10** (Best in Class on subjects: Operations Management, Investment and Financing Decisions & Human Resources)

LANGUAGES

Spanish (native), **English** (C2), **French** (B1)

COURSES & COMPETENCES

Courses

- **Lean Six Sigma Black Belt** by The Council for Six Sigma Certification (2021)
- **Python**
- **SQL**
- **JavaScript, HTML, CSS**
- **Microsoft Office Specialist Certification (Excel and Word)**
- **Leadership Skills**