

Adriana Voncina

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Skills:

- French (Fluent), Portuguese (Fluent), Japanese (Basic), Spanish (Basic), German (Basic)
- Time management, organization, prioritization, attention to detail
- Strong Interpersonal and communication skills
- Microsoft Office (Advanced)

Professional Experience:

Amazon TRMS Investigations Specialist (Buyer Risk Investigations), Seattle, WA 08/2014-present

- Investigator for multiple marketplaces including Amazon Business to Business (B2B), North American marketplace (NA), Amazon Wireless (Wireless), Amazon France (FR), Amazon Brazil (BR)
- Responsibilities include analysis of risk indicators to prevent fraud while maintaining SLA's and following SOP's
- Named Investigator of the Month (August 2015)
- Initiated and participated in pilot projects to improve departmental tools and customer experience.

Events Recruiting Coordinator, Amazon Kindle, Seattle, WA 08/2013- 07/2014 (contracted through Collabera Inc.)

- Event Coordinator for Kindle Content and Device Teams.
- Program managed three international events (Tel- Aviv, Stockholm, and Santiago) as well as several local, domestic, and diversity hiring events.
- Helped spearhead diversity-recruiting efforts in the Kindle Organization through event coordination, data analysis, and candidate engagement.
- Created a process document for Purchase Order creation.
- Managed Amazon wide recruiting event calendar for 2013 – 2014 by collaborating with department heads regarding recruiting policies.

Randstad Sourceright (Microsoft Staffing) Interview Scheduler, Renton, WA 02/2013 to 08/2013

- Scheduled candidates throughout the interview process, from recruiter's initial review to offer-stage.
- Acted as liaison between candidates and Microsoft hiring teams
- Scope of responsibility included direct support for several Microsoft teams: IEB

(Interactive Entertainment Business) group and WWLD (Windows/ Windows Live Division)

Other Experience:

Helzberg Diamonds: 10/2009 to 03/2010,
Apple Retail Store Specialist: 09/2011 to 02/2013

Education:

University of Washington, Seattle, WA – BA Political Science (12/2012)