

(734) 752-7374  
Romulus, Michigan  
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# Caleb Gorelick

## Process Assistant / Problem Solver

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### SKILLS

<b>Tools and Languages</b>	Python, Microsoft Access/Excel/VBA, $\text{\LaTeX}$ , HTML/PHP/JavaScript.
<b>Quantitative Research</b>	Mathematical optimization, Mathematical Modeling, R, MySQL.
<b>Communication</b>	English, Spanish, Hungarian (fluent speaker).

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### TECHNICAL EXPERIENCE

<b>Data Analyst</b>	<b>February 2022 — Present</b>
<i>Amazon DTW1</i>	<i>Romulus, Michigan</i>

- Analyzing via VBA and Python tool programming and generating business-readable reports in Excel as well as with Matplotlib.
- Maintained SOX compliance of all inventory records, including deep-diving for root cause analysis of anything out of compliance.
- Developed best-practices for departments across multiple departments and multiple shifts that led to a decrease of over \$1.3 million worth of unaccounted for, damaged out inventory.

<b>Process Assistant</b>	<b>October 2021 — Present</b>
<i>Amazon DTW1</i>	<i>Romulus, Michigan</i>

- Spearheaded the development of the Customer Returns team, training 40+ associates to process returns, grade Warehouse Deals, and Problem-Solve any issues.
- Continue to assist the Problem-Solve team, including helping to develop IOL/Trans Recon associates on both front-half and RT nights.
- Worked closely with the Data Analyst team to help develop best-practices for Problem Solvers on both night shifts.

<b>Problem Solve Process Guide</b>	<b>July 2020 — October 2021</b>
<i>Amazon DTW1</i>	<i>Romulus, Michigan</i>

- Trained to train Andon Responders, IOL, Trans Recon, RSR.
- Consistently kept KIPS/Transhipments in progress well within SLA.
- Actively deep-dived for Large Adjustment tickets, as well as emphasizing how important it is to avoid generating them to all Andon Responders.

<b>Field Service Manager</b>	<b>2017 — 2019</b>
<i>Alliance Inspection Management</i>	<i>Michigan/Ohio</i>

- Responsible for overseeing off-lease inspections at customer homes and dealerships from central Michigan through Ohio.
- Itemized all damages, cosmetic and structural, to help manage costs to automotive manufacturers.
- Generated thorough reports, maintained all personal equipment, and self-prioritized assigned schedule to complete most urgent tasks in a timely manner.

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### EDUCATION

<b>Computer Support Specialist, Ancora Corporate Training</b>	<b>Completes July 2022</b>
<b>Associates of Science in Computer Science, Monroe Community College</b>	<b>July 2023 (on hiatus due to pandemic)</b>

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### ACTIVITIES/PROJECTS

Freelance web design including server-side overhauls for several local businesses.  
Assisted in analysis of optimum routing for a prior world-record speed-run for Pokémon Fire-Red.  
Active in a few Android open-source projects (KOREader, FDroid).