ISSOUFOU HAROUNA TCHIANY
(301)768 6699 | TCHIANYISSOUFOU@GMAIL.COM | NORTH BETHESDA, MARYLAND 20852

Highly articulate and detail-oriented professional with solid experience in warehouse and docking operations including dock planning; loading and unloading; shipping and receiving; on-time dispatch; auditing delivery and shipping documents; managing, planning, organizing, and directing all assigned employees.

Proven record of delivering sustainable business results (quality freight handling, customer service, load average, and safety) through continuous decision-making to meet process improvements and productivity expectations. Strategic, forward-thinking individual skilled in developing standard operating procedures for all logistics processes with scalability and growth in mind.

Creative web developer dedicated to building and optimizing the performance of user-centric, high-impact websites. Leverage technical, analytical, and problem-solving skills to create dynamic and aesthetic high-speed websites, apps, and platforms fueling competitive advantage.

AREAS OF EXPERTISE

- Supply Chain & Logistics
- Warehouse Operations
- Loss Prevention
- Regulatory & Safety Compliance
- Project Management
- Reporting & Tracking

- Shipping Documentation
- Fleet & Yard Management
- Audit Review & Operational Analysis
- Order Fulfillment
- Web Development
- Coding & Programming

- Cross-Browser Compatibility
- Site Troubleshooting
- 5S
- Unit Testing
- Employee Training & Development
- Team Supervision & Leadership

SKILLS & CORE COMPETENCIES

- Superior knowledge of warehouse operations, strategies, and implementation
- Good understanding of the logistics and supply chain processes, regulatory laws, and vendor relations
- Proficient in the use of pallet jacks, and handheld devices; troubleshoot breakdowns
- Equipped with knowledge in programming languages such as PHP, HTML5, CSS3, and JavaScript apart from expertise in jQuery, Bootstrap, and Git/GitHub
- Ability to design, develop, test, and deliver software solutions using scripting languages and management/open-source tools
- Assertive personality with outstanding written and oral communication skills

- Excellent interpersonal skills; known for readily supporting new processes and promoting a team-oriented environment to enhance productivity, build morale, and control costs
- Solid analytical and problem-solving skills with the ability to identify issues, and determine appropriate solutions
- Excel in multitasking with strong organizational skills and attention to detail, and work under high-intensity pressure
- Ability to coordinate multiple detailed projects from planning to implementation in a deadline-driven environment
- Highly professional, dependable, reliable, and able to perform duties with minimal supervision
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook)

WORK EXPERIENCE

YARD COORDINATOR | Target Corporation – UPPER MARLBORO, MD
AUG 2022 – Present

- Schedule and oversee maintenance, repair and installation activities for Target trailers.
- Foster a cooperative environment between third party carriers and Target, Co.
- Monitor inbound and outbound freight operations to establish timely delivery of packages to Target stores.
- Created and maintained daily and weekly reports for upper management.
- Perform regular audits and assessments of trailer fleet availability and health to maximize efficiency, improve supply chain operations and minimize waste.
- Monitor performance of logistics operations to identify areas for improvement
- Study data to identify trends and patterns in transportation activity and find ways to mitigate issues.
- Perform audits on third party companies such as Amerit fleet services and RSS to maintain optimal performance for the yard.
- Act as the first point of contact between numerous departments and the yard logistics team.
- Prepared a contact list of important numbers for the yard team so that communication was not an issue.

YARD MARSHAL | AMAZON LOGISTICS – LANHAM, MD
AUG 2020 – MAR 2022

- Spearheaded 15 employees to ensure smooth unloading of daily 15,000+ packages from the docking site, as well as seamless processing of each package.
- Coached seasonal workers during the peak holiday season to quickly ramp induct speeds.
- Created a strategic dock plan for the arrival and docking of trailers and planned for exceptions and contingencies.
- Coordinated with station operation managers and delivery service providers to ensure smooth flow of traffic through the launch pads, ensure safe operations, and drive on-time dispatch performance.
- Maintained the accuracy and integrity of the station trailer yard through meticulous attention to detail and daily yard audits.

- Consolidated information from different sources to determine daily trailer pool requirements and flow in the yard and generated daily reports to support business needs.
- Accelerated systematic and operational barriers through the case and ticket systems, audit delivery and shipping documents as needed, and troubleshoot shipping problems and errors to resolution.
- Conducted audits of warehouse procedures to ensure adherence to organization procedures.

SEASONAL WAREHOUSE ASSOCIATE | AMAZON LOGISTICS – ROCKVILLE, MD
APR 2020 – AUG 2020

- Used pallet jacks to transport pallets of packages.
- Problem solver and first point of contact for amazon drivers having trouble with delivery.
- Used technology like handheld devices to scan, sort, and load packages.

WEB DEVELOPER | CATECHISMCLASS – STATE COLLEGE, PA
SEP 2015 – MAR 2017

- Website and software application designing, building, or maintaining.
- Updated web framework using CSS and PHP to improve aesthetics.
- Coordinated with volunteers on projects such as responsive designs and translating markups.
- Built mock data services to properly develop and test web applications
- Followed all defined software solution methods, processes, and procedures, and reported to CTO for weekly updates.
- Used scripting or authoring languages, management tools, content creation tools, applications, and digital media.
- Conferred with teams to resolve conflicts, prioritize needs, develop content criteria, or choose solutions.
- Engaged with key stakeholders to ensure requirements, schedules, and all expectations are understood by the development team and stakeholders for assigned software solutions and software maintenance.

EDUCATION

Bachelor of Arts in Political Science *(Credits Earned: 60)*
University of Maryland – Baltimore County Baltimore, MD
AUG 2018 – PRESENT

Associates of Arts: General Studies
Montgomery College Rockville, MD
MAY 2019