

Joshua Jainga

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Professional Summary.

Monitor productivity trends to ensure customer shipments are being fulfilled and to prevent high dwells or incompletes from occurring. Goal is to keep each floor in standard of +/- 1.5 and make staffing moves to stay in standard.

Monitor quality trends of Defects per Million Opportunities (DPMO) and identify the root cause for spikes in DPMO. This could be false picks, unscannables, pick error indicators, or damages. Correct the issue by confronting the process that is the leading cause in order to keep DPMO in standard.

Create reporting tools to pull productivity metrics to monitor and look for areas of opportunity. Identify potential changes that will lead to improvements for the shift, make the necessary changes to mitigate any losses to the shift.

Identify the amount of pedestrian and power industrial trucks interactions in the non-inventory dock and the potential for a safety incident to occur. Design and implement new safety precautions to minimize the risk for an incident to occur.

Technical Skills

Programming Language: HTML5, CSS, Javascript, jQuery Python, VBA

Project Management: Kanban and Agile proficiency

Education

UW Coding Bootcamp

August 2020 - Current

University of Washington

Bachelor of Science in Economics

September 2012 - June 2015

Eastern Washington University, Cheney, WA

Minor in Decision Science

Honors Recognition - International Economic Society

Study Abroad - Global City Hong Kong

Professional Experience

Fulfillment Center Operations Area Manager II

February 2019 - Current

Amazon BFI4, Kent, WA

- Assist in the development of new area managers/process assistants in the outbound department. Leads department meetings amongst peers to discuss weekly changes and metrics
- Creates learning curve performance calculator with VBA to identify areas of opportunity per associate in the chuting/pack department by showing percent to labor plan, week-over-week performance, trend for current shift. information is used to help with targeting performance coaching for department managers.
- Creates hourly shift tracker with VBA to assist in the ad hoc reporting of all outbound department's metrics. Information is used to identify opportunities in current labor plan and show relative performance in day-over-day and week-over-week.
- Leading 30-60 people to deliver 200,000 units daily at 95-105% to labor plan.
- Create purchase order requisitions for materials to better associates work life.
- Safety Leadership Index of 6% unfavorable against the network average of 13% unfavorable.
- Track quarterly shift metrics to proactively identify areas of opportunity to meet volume and through-put-hour shift goals.
- Cross-functional collaboration to ensure customer's order deadlines and critical pool times are met.
- Create ad hoc reporting tools to identify productivity opportunities (performance levels of 80% or below) to drive proactive coaching. Daily coaching to individuals drive 5-10% increase in performance.
- Determine team productivity needs and work with other Area Managers to balance shift labor needs.
- Develop Associates to assist in their promotional and career goals.
- Assure that Associate compliance and consistency is maintained, and that corrective action is taken when needed.

Seasonal Procurement Operations Analyst

August 2018 – February 2019

Amazon BFI4, Kent, WA

- Create reports analyzing trends of spending per blanket purchase order to evaluate potential cost savings and present to Sr. Ops.
- Initiate and lead cost saving project in collaboration with Sr. Ops and finance team, which saves \$120K annually.
- Take part in discussions with Sr. Ops on barriers for Associates and provide support with solutions.
- Build and manage vendor relationships, negotiate/facilitate vendor proposal for site projects.
- Deep Dive in data of vendor spending history to determine future budgets.
- Approve Coupa web requests with a 24-hour deadline.
- Track account payable holds to find the root cause of issues and execute resolutions.
- Resolve a standard of 80% account payable holds on a weekly bases (six weeks of 100% resolution).
- Facilitate communication between supporting vendors and Amazon to provide a safe, clean, and efficient work facility.

Non-Inventory Receiver

May 2018- August 2018

Amazon BFI4, Kent, WA

- Develop an unloading process which increases productivity by 20% per unload, resulting in the potential for an additional 365 unloads per year.
- Create pivot tables to view consumption of slow-moving items to better plan storage areas.
- Perform and record daily counts to track non-inventory materials to meet building needs.
Receive and verify purchases through Coupa and disperse non-inventory items to appropriate departments.
- Maintain consistent work-flow throughout the building by prioritizing standard work against the needs of other departments.
Certified in power industrial trucks, vertical reciprocating conveyor, and trailer dock and release.

Process Guide, Sort Amazon Fulfillment Engine (Amazon Fulfillment Engine)

November 2017– May 2018

Amazon BFI4, Kent, WA

- Personal performance rating of 145% to labor plan for a six-week average, resulting in 108 hours gained back to the building.
Assist in managing Associates to balance the staffing of all positions within the sorting process of AFE.
- Demonstrate strong work ethic and leadership for other Associates.
- Identify and solve problems with the sorting process to ensure the highest quality possible; kept defects below 1% .
- Training experience in all positions within AFE (induct, rebin, pack).