

ABHISHEK LAMA

Lamausa17@gmail.com • +1.682-259-5456 • linkedin.com/in/abhisheklama

EDUCATION

The University of Texas Arlington, Arlington, TX
B.S. in Information Systems

August 2021 – Present

TECHNICAL SKILLS

- Programming: Python, Java, HTML, SQL
- Tools: Microsoft Suite, Tableau
- Logistics & Operations: Warehouse management, team coordination, safety compliance

EXPERIENCE

Communications Test Design, Inc.
Assistant Technician

October 2024 – Present
Flower Mound, TX

- Diagnose and troubleshoot mobile phone malfunctions using established methods, then reassemble and test devices to ensure proper alignment and functionality post-repair
- Handle removal and installation of LCD screens, motherboards, and batteries, performing delicate repairs with accuracy
- Perform timely repairs to resolve technical issues, adhering to OEM standards and meeting strict deadlines

FedEx Supply Chain
Warehouse Research Associate

May 2023 – September 2024
Coppell, TX

- Processed 300+ phones daily into the company's Hive Apkudo system and sorted 500+ phones to ensure efficient inventory management
- Tracked device activities within the department to monitor and update their status
- Addressed internal and external requests for information related to receiving/shipping data or issues, providing timely response

Team Lead

January 2023 – May 2023

- Coached production floor personnel, including trainers, production coordinators, and warehouse associates, daily per company guidelines
- Led weekly meetings with groups of 30+ warehouse associates to communicate new updates and discuss work-safety topics
- Resolved software inquiries related to Inquest and Hive Apkudo from warehouse associates via ticketing systems such as JDA Software and Global PDSM Enterprise
- Monitored productivity status and created production reports using Excel to track and optimize performance

Trainer

June 2022 – January 2023

- Trained and mentored 50+ new, ensuring adherence to work instructions and training checklist
- Documented SKU modification workflow using Microsoft Word and Excel, ensuring 100% accuracy
- Demonstrated leadership qualities by designing and delivering presentations on work procedures to improve team understanding
- Coordinated with the IT support team daily to match SKUs to the respective phone models, ensuring alignment