ABHISHEK LAMA

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github.com/lamaabhishek |

EDUCATION

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

TECHNICAL SKILLS

- Programming: Python, Java, HTML, CSS, SQL
- Device Platforms: IOS, Android, Windows, macOS
- Tools: Microsoft Suite, Tableau
- Logistics & Operations: Warehouse management, safety compliance

EXPERIENCE

Communications Test Design, Inc.   February 2025 – July 2025
Functional Test Section Head   *Flower Mound, TX*

- Troubleshoot computer and technical issues to prevent disruptions, provide prompt solutions to minimize downtime, and continue smooth operations
- Coach and support teammates to improve performance, providing guidance and feedback to ensure hourly and daily production goals are met
- Ensure smooth production operations by actively monitoring workflows, addressing challenges to maintain efficiency, and delegating tasks in a timely manner

Assistant Technician   October 2024 – February 2025

- Diagnosed and troubleshot mobile phone malfunctions using established methods, then reassembled and tested devices to ensure proper alignment and functionality post-repair
- Handled the removal and installation of LCD screens, motherboards, and batteries, performing delicate repairs with accuracy
- Performed timely repairs to resolve technical issues, adhering to OEM standards and meeting strict deadlines

FedEx Supply Chain   January 2023 – May 2023
Team Lead   *Coppell, TX*

- 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 hires, ensuring adherence to work instructions and training checklist
- 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