

Omar Perez

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WORK EXPERIENCE

Amazon

Phoenix, AZ

Process Assistant (T3)

07/2023 – Present

- Exhibited adaptability by contributing across various departments, shifts, and assuming diverse roles.
- Oversee the daily operations of Customer Returns lines, managing 36 direct and 4 indirect associates to meet production and quality goals.
- Managed staffing operations for over 300 employees, ensuring timely assignment of associates, handling indirect roles, identifying replacements, and implementing staffing adjustments based on business requirements.
- Achieved a 75% reduction in staffing time by optimizing our morning staffing procedure, resulting in a streamlined process from one hour down to just 15 minutes.
- Maintain compliance with safety regulations, promptly report incidents, and foster a safe workplace environment.
- Supervise and motivate teams to maximize department performance by developing the best protocols and practices following standard work.

FC Associate I

10/2022 – 07/2023

- Processed returned packages efficiently, ensuring timely customer refunds.
- Handled sensitive customer data, maintaining confidentiality and accuracy.
- Assisted in other departments as needed, including Warehouse Deals and Problem Solve.

TSCM Corporation

Phoenix, AZ

Interim Operations Manager

06/2021 – 12/2021

- Promotes a positive employee relations environment; manages, plans, organizes & evaluates the work of assigned staff & regularly monitors their performance.
- Optimized work scheduling, increasing operational efficiency and employee productivity.
- Interviewed and hired strong candidates for team openings, using newspapers, job boards and social media to find applicants.
- Provides leadership to supervisors & staff to create a high performance, service-oriented work environment.

EDUCATION

Arizona State University

Tempe, AZ

Applied Computing, BS

May 2025

SKILLS & INTERESTS

Technical Skills:

- Experienced with programming in C++, Java, SQL, with experience in other languages.
- Skilled in Microsoft Office Suite (Excel, Word, PowerPoint).

Soft Skills:

- Leadership | Team Management | Problem-Solving | Adaptability
- Fluent in both English and Spanish.