

## OBJECTIVE

- PMP-eligible operations and project leader with experience across Amazon Fresh, IT operations, data analytics, and program coordination. Skilled in process improvement, cross-functional execution, and data-driven decision-making. Seeking opportunities in project or program management.

## RELEVANT EXPERIENCE

### Amazon Fresh

#### *Assistant Manager, Full-Store Operations*

Chevy Chase, MD

Jan 2025 – Present

- Led fullLead daily operations across Center Store, Kitchen, Outbound, Front End, and Paleo; improved key process and inventory compliance from low-80% to ~97% and raised “item found” rates from ~40% to ~70%.
- Cut product loss from ~19% to ~10% of sales (while maintaining \$2M+ monthly volume) and reduced online “inventory not found” errors into mid-single digits through data-driven root-cause analysis and Excel tracking.

### Amazon DSP

#### *Amazon DSP Driver*

Hyattsville, MD

Jul 2024 – Dec 2024

- Completed 300+ deliveries per day with 98%+ on-time accuracy while assisting in route recovery during peak load periods. Maintained safety and compliance standards to support reliable last-mile performance.
- Supported dispatch and team coordination by resolving route issues and balancing workloads. Improved route completion efficiency during high-demand windows.

### Division of IT - University of Maryland

#### *IT Operations Assistant (Student Role)*

College Park, MD

Mar 2024 – May 2024

- Assisted with an inventory and workspace organization project that improved operational readiness and supply visibility for IT staff. Managed front-desk workflows including call routing, visitor assistance, and scheduling.
- Supported AV setup and event logistics to ensure smooth execution of trainings and department meetings. Coordinated equipment distribution and tracked supply levels to maintain uninterrupted service.

### University of Maryland

#### *IT Support Specialist (Student Role)*

College Park, MD

Aug 2023 – May 2024

- Supported a lab uptime improvement initiative by resolving recurring technical issues and escalating complex problems to technicians. Documented frequent incidents and helped refine troubleshooting processes to reduce repeat tickets.
- Delivered frontline hardware/software support and monitored system performance to maintain consistent student and faculty access. Improved service reliability through structured ticket handling and user assistance.

## RELEVANT SKILLS

- Project Management
- Operational Excellence & Execution
- Team Leadership & Development
- Cross-Functional Collaboration
- Process Improvement
- Customer Experience (CX)
- Data Analysis (Excel, R, Python basics)
- SQL (Beginner–Intermediate)
- Report Creation & Maintenance
- Inventory Management
- Microsoft Office Suite
- Troubleshooting & Technical Support

## Leadership Experience

### University of Maryland

#### *Data Lab Assistant (Student Role)*

College Park, MD

Aug 2021 – May 2022

- Contributed to a workflow improvement project by reorganizing data structures and refining handling procedures, boosting efficiency by roughly 10%. Supported dataset cleaning, verification, and preparation for research teams.
- Monitored system performance and documented issues to support more reliable data processing operations. Enhanced documentation quality to streamline on-boarding for new assistants.

### Student Success Support Network

#### *Student Program Analyst*

Salisbury, MD

Aug 2020 – May 2021

- Led analysis of program data to improve student engagement outcomes by 25% and coordinated 30+ mentors to maintain consistent service delivery. Strengthened program efficiency by redesigning reporting and assignment workflows.
- Delivered findings to program leadership to guide decisions on improvements and resource allocation. Supported roll-out of new procedures and trained mentors on updated workflows.

## Education

### University of Maryland, College Park-GPA: 3.60/4.00

#### *Bachelor of Science / Psychology*

College Park, Maryland

Graduation Date: May 2024