Osman Sherif

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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　　Chevy Chase, MD
Assistant Manager, Full-Store Operations　　Jan 2025 – Present

- Lead 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　　Hyattsville, MD
Amazon DSP Driver　　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　　College Park, MD
IT Operations Assistant (Student Role)　　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　　College Park, MD
IT Support Specialist (Student Role)　　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　　College Park, MD
Data Lab Assistant (Student Role)　　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　　Salisbury, MD
Student Program Analyst　　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　　College Park, Maryland
Bachelor of Science / Psychology　　Graduation Date: May 2024