Robin Christopher Atalla

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CAREER SUMMARY

Accomplished and dynamic technology professional with a relentless passion for efficiency and accuracy. Known for being teachable, personable, proactive, and facilitative, as well as a strong business acumen developed during nearly a decade of logistics and P&L experience. Areas of expertise include problem solve, quality assurance, and inventory control.

WORK EXPERIENCE

PROBLEM SOLVE II / IOL / ICQA / LEARNING AMBASSADOR
Amazon | New Century, KS
December 2021 - Present

- Troubleshoot and resolve edge case customer returns; includes updating item dispositions, repairing broken SKU's, moving inventory to proper container numbers, and using alternative methods to locate order numbers when an RMA is not available.
- Research inventory in odd locations to reconcile physical and virtual quantities and delete virtual quantities if inventory cannot be physically located.
- Audits processed return items and containers for quality issues and early detection items.
- Collaborates with managers and warehouse associates in multiple departments to manage efficiency, quality, and safety.
- Coaches associates on quality defects by issuing Mastermind tickets and performing sorter audits.
- Submit IOL reports and ICQA audits daily.

SENIOR ACCOUNT EXECUTIVE
Freightquote / C.H. Robinson | Kansas City, MO
May 2014 - April 2021

- Seized single-source opportunities by leveraging proprietary Enterprise SaaS solutions.
- Responsible for sourcing and developing multiple top-ten accounts.
- Demonstrated ability to negotiate resources and priorities with multiple stakeholders to drive business results.
- Conducted quarterly business reviews with each portfolio client.
- Managed day-to-day customer commitments and maintained service levels through use of metrics and analytics.

EDUCATION

Graduated November 2021
CERTIFICATE – FULL STACK WEB APPLICATION DEVELOPMENT
The University of Kansas, Edwards Campus, Overland Park, Kansas

Graduated August 2022
BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION
California Coast University, Santa Ana, California

Expected Graduation October 2022
Salesforce Junior Database Administrator Certification
Correlation One, Inc, New York, New York