Rob Christopher Atalla

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CAREER SUMMARY

Driven and tech-savvy inventory management 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 almost a decade of logistics and P&L experience. Familiar with various inventory management technologies, also received formal training in SQL database development and management from the University of Kansas.

WORK EXPERIENCE

PROBLEM SOLVER II / IOL / ICQA
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.
- Inspects processed return items for quality issues, and updates resale conditions if necessary.
- 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.

BUSINESS DEVELOPMENT MANAGER
Western Logistics Express | North Kansas City, MO
April 2021 - September 2021
- Created relationships within client organizations through cold calling, network lead prospecting, and email campaigns.
- Analyzed market data and trends to develop customer pricing strategies.
- Sourced and managed vendors.
- Served as sales coach and accountability partner for new hires.
- Left in September 2021 to complete full stack web development program.

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 division top-ten accounts.
- Demonstrated ability to negotiate resources and priorities with multiple stakeholders to drive business results.
- Conducted quarterly business reviews with all clients in portfolio.
- Managed day-to-day customer commitments and maintained service levels through use of metrics and analytics.

TECHNICAL SKILLS	HTML, CSS, JavaScript, Python Node.js, Express.js RESTful APIs SQL, Sequelize CompTIA A+	MongoDB, MongoDB Atlas, Mongoose Webpack, React JS, GraphQL Jest, Insomnia, Inquirer ORM, MVC, PWA, MERN Amazon AWS S3 / DynamoDB
SOFT SKILLS	Organized and diligent Project management Context switching Presentation delivery	Contract negotiation Solution / Enterprise-level sales Vendor management Pricing analysis

SQL TECHNICAL PROJECTS

FORGE | September 2021
GitHub: github.com/ratalla816/Forge
Deployment: forge-team.herokuapp.com

ECOMMERCE BACK END | September 2021
GitHub: github.com/ratalla816/ecommerce-back-end
Not deployed – Back end only

MVC TECH BLOG | October 2021
GitHub: github.com/ratalla816/mvc-tech-blog
Deployment: robs-tech-talk-emporium.herokuapp.com

PYTHON NEWSFEED | January 2022
GitHub: github.com/ratalla816/python-newsfeed
Deployment: robs-tech-emporium.herokuapp.com

EDUCATION

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

Expected June 2022
BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION
California Coast University, Santa Ana, California