

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, regex and search strings, also received formal training in 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
DATABASE TECHNICAL PROJECTS	<p>FORGE September 2021 GitHub: github.com/ratalla816/Forge Deployment: forge-team.herokuapp.com</p> <p>ECOMMERCE BACK END September 2021 GitHub: github.com/ratalla816/ecommerce-back-end Not deployed – Back end only</p> <p>MVC TECH BLOG October 2021 GitHub: github.com/ratalla816/mvc-tech-blog Deployment: robs-tech-talk-emporium.herokuapp.com</p> <p>BUDGET TRACKER October 2021 GitHub: github.com/ratalla816/budget-tracker Deployment: ratalla816-budget-tracker.herokuapp.com</p> <p>BRO BOOK October 2021 GitHub: github.com/ratalla816/bro-book Deployment: Not deployed – Back end only</p> <p><u>CODE COMMAND November 2022</u> GitHub: github.com/ratalla816/code-command Deployment: code-command-team.herokuapp.com</p> <p>PYTHON NEWSFEED January 2022 GitHub: github.com/ratalla816/python-newsfeed Deployment: robs-tech-emporium.herokuapp.com</p>	
EDUCATION	<p>November 2021 CERTIFICATE – FULL STACK WEB APPLICATION DEVELOPMENT The University of Kansas, Edwards Campus, Overland Park, Kansas</p> <p>Expected June 2022 BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION California Coast University, Santa Ana, California</p>	

