

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