

# Robert Sanchez

1021 Dellavalle Ave Madera, CA 93638 | 559-474-7150 | rbtsanchez94@gmail.com

## WORK EXPERIENCE

---

### Amazon FAT1

3557 S Orange Ave, Fresno, CA 93725

September 2018- Present

#### Process Assistant Pack Singles/SmartPac

October 2021 – Present

- Efficiently assigned duties and provided effective coaching to tier 1 associates, resulting in 15% enhanced productivity and 20% improvement in overall team success metrics.
- Optimized workflows for seamless efficiency by coordinating with primary pack departments, reducing processing time by 30%.
- Drove adherence to standardized protocols in safety, quality, and efficiency domains, ensuring a high-performance work environment that decreased incident rates by 12%.

#### Process Assistant AFE 2 Sort Side

September 2020 - October 2021

- Cultivated a safety-conscious environment by engaging associates and enhancing their commitment to safety protocols, decreasing incidents by 15%.
- Identified and escalated operational concerns, actively monitored resolution progress, contributing to sustained 30% improvement in efficiency.
- Provided leadership for 40-90 associates, maintaining exemplary standards in safety, quality, and efficiency to achieve 25% higher productivity.

#### Process Guide Tier 1

September 2018 – September 2020

- Supported the Process Assistant, improving workflow and increasing productivity in operations by 20% through process optimizations.
- Exemplified proficiency in production processes while upholding top-tier safety, quality, and efficiency standards, reducing defects by 10%.
- Actively collaborated with associates to enhance daily activities and achieve operational goals 30% more efficiently through cross-functional coordination.

## LEADERSHIP EXPERIENCE

---

- Led initiatives, standardized processes, and optimized asset use, enhancing efficiency in Outbound operations by 20% and ensuring 100% adherence to CPT goals.
- Played a crucial role meeting targets by supporting Managers and upholding processing standards, achieving 25% higher team performance.
- Prioritized quality and safety by upholding standards, reducing incidents by 10% for a high-quality work environment.
- Identified areas for improvement and drove enhancements, balancing customer satisfaction and production metrics to increase by 15%.

## EDUCATION

---

### Reedley College

Associate of Science in Business Administration

Reedley, CA

December 2019

### California State University, Fresno

Business Administration: Computer Information Systems

Fresno, CA

January 2022 - present

## SKILLS

---

- Responded & resolved associate questions and concerns through about work-related issue with emails, messages from phone announcements, and in-person conversations
- Advocated for employee experience by partnering with leaders and teams about HR and implemented inclusive associate activities
- Microsoft Word & Excel mastery.
- Handled multiple projects efficiently under tight deadlines
- Displayed outstanding interpersonal skills and patience
- Bilingual in Spanish and English.