# Syed Ishraq

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## EDUCATION

**Western Governors University**                                                   **Salt Lake City, Utah**
*Bachelor of Science in Cybersecurity & Information Assurance*
- Taken courses in IT Fundamentals, Intro to Scripting, Fundamentals of Information Security

## WORK EXPERIENCE

**Amazon Web Services**                                                   **Columbus, OH**
*Logistics Specialist*                                                   *July 2024 – Current*
- Analyzed logistics data from over 500 shipments monthly to identify process inefficiencies, leading to the implementation of new routing strategies; reducing delivery times by 15% across all major routes.
- Coordinated and managed the daily operations of logistics and supply chain activities to ensure timely and efficient delivery of goods.
- Analyzed and addressed logistics-related challenges, leading to a reduction in delivery delays by 30%, which directly enhanced customer satisfaction scores and improved overall service reliability.
- Designed and implemented a new logistics tracking system, now utilized by over 20 new team members, which streamlined communication and transparency, enhancing customer service responsiveness and satisfaction levels.
- Implemented a comprehensive inventory auditing system that included weekly checks and detailed record-keeping; improved stock accuracy by 25% while reducing discrepancies in data halls by 30%.

**Amazon Fulfillment Center**                                                   **Oklahoma City, OK**
*Fulfillment Associate*                                                   *December 2020 - July 2024*
- Implemented meticulous product container counting process, guaranteeing shipment accuracy and minimizing discrepancies; demonstrated exceptional organizational abilities and physical endurance in efficient stacking and preparation of goods for timely dispatch.
- Enhanced quality control processes by inspecting 100+ products daily, identifying defects and initiating reports; reduced defective product rate by 20%, ensuring customer satisfaction and brand integrity.
- Conducted precision-driven operational strategies for packing machines, showcasing proficiency in maintenance tasks and fostering a collaborative team environment focused on achieving operational excellence; leveraged strong manual skills to improve overall operational efficiency by 25% and minimize machine downtime by 20%.
- Spearheaded the enhancement of warehouse inventory processes, leading to a 30% decrease in stockouts and a 25% improvement in inventory turnover ratios.
- Formulated a targeted training curriculum combining theoretical knowledge and practical applications, enabling adept management of misplaced and damaged goods; achieved a 50% reduction in processing time and a 15% increase in salvageable inventory utilization.
- Orchestrated cross-functional training program on error prevention techniques; decreased shipping discrepancies by 45% and improved overall shipping accuracy ratings by 20%.
- Enhanced safety compliance by adhering to established protocols and promptly addressing potential safety hazards.

**C-Store Imports**                                                   **Oklahoma City, OK**
*Warehouse Associate*                                                   *August 2019 - May 2020*
- Optimized workflow by operating pallet jacks and electric pallet jacks to lift and transport multiple pallets of delivery orders onto trucks, achieving a 25% reduction in loading time and improving overall operational efficiency.
- Developed meticulous scanning and packing procedures to fulfill orders according to customer specifications, resulting in a 40% decrease in packing errors and a 30% improvement in order processing time; acknowledged by the general manager for top-notch performance.

## SKILLS & INTERESTS

**Skills:** Microsoft Office, Order Picking, RF Scanner, Logistics, Shipping & Receiving, Materials Handling, Packaging, Quality Assurance, Warehouse Distribution Experience, Technology, HTML, CSS, JavaScript

**Languages:** Proficient in speaking Bangla and English

**Interests:** Aviation (flying), Technology, Traveling, and Working on vehicles (making modifications).