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EXPERIENCE

Amazon Fulfillment Center, San Marcos TX - *Problem Solver*

February 2022 - PRESENT

- Resolve 1000s of problems daily that stowers find with items/containers (print new labels, damage out products, fix expiration dates, etc)
- Pick up 100s of damaged/non-con products from floor and deliver them to damage land at the end of shift
- Constantly engage with associates to deep dive root cause and prevent defects from becoming trends
- Research and compare FC data to identify issues and eliminate them upstream

Amazon Fulfillment Center, San Marcos TX - *Learning Ambassador*

February 2022 - PRESENT

- Train new hires Day 1 and Day 2 in their process path with quality and efficiency
- Deliver engagement audits and evaluations and escalate bottom performers to management and learning department
- Coach associates on Amazon culture and standard work
- Create a welcoming environment for new and veteran associates to build trust and maintain a positive Learning presence on the floor
- Regularly partner with other departments such as Safety and Human Resources in order to escalate and resolve associate concerns

Amazon Fulfillment Center, San Marcos TX - *Stower*

May 2021 - PRESENT

- Scan and stow items with quality and in timely manner following proper bin etiquette and handle a fast paced/physically demanding environment
 - Regularly top 5 stower in the building, averaging a rate of 300+ daily
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