

# Zaid Ayoub

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## BRANDNG STATEMENT

Experienced Processing Assistant with a proven track record of driving operational efficiency and delivering exceptional results. Seeking a dynamic opportunity to step into a Team Lead position at Amazon, leveraging my strong leadership abilities and comprehensive understanding of process optimization to propel the team towards unparalleled success.

## KEY SKILLS

- |                                |                          |
|--------------------------------|--------------------------|
| ❖ Management                   | ❖ Microsoft Office Suite |
| ❖ Superior Communication       | ❖ Microsoft Excel        |
| ❖ Adaptive Learner             | ❖ Data Analysis          |
| ❖ Fluent in Arabic and English | ❖ Software Development   |

## EXPERIENCE

### Amazon

#### Quality Process Assistant

December 2022 - Present

- Manage the workflow of orders across multiple processes using Excel that include Central Flow, Address Validation, Ungrounding, Recalls & Retrofits, Rescues, CRC, AFS, VFC and ORSA.
- Act as an advisor to leadership across multiple Amazon departments, plus responding to the manager's escalation by providing data to explain the logic behind how each report generates metrics.
- Designing Excel tools (VBA, Marcos, formulas) and reports to report on multiple departments' performance in the building, in addition to creating bulk upload tools that generate SIMs.
- Use data to drive root cause elimination and process improvement.
- Implemented a comprehensive training program for a newly hired Process Assistant, facilitating their successful integration into the role and responsibilities.

#### Quality Assurance Associate

May 2022 – December 2022

- Completed 150+ audits each day that helped improve the performance of the operations associates.
- Experienced in 6+ different quality assurance processes, shifting between them at any given moment.
- Used multiple Amazon tools to verify operations cases and escalating high-profile quality defects.
- Trained new associates in standard work, this helped decrease their average handling time by two minutes per case.

#### Central Operations Associate

November 2021 - April 2022

- Handling upwards of 200 driver and DSP escalations and providing them with the highest quality and speed by following the operations guidelines to ensure the delivery of packages in a timely manner.
- Process includes deep diving via web-scraping and calling businesses for attributes (business hours, access barriers, preferred delivery locations) to prevent further failed deliveries to Amazon customers that saved approximately \$41.93 dollars for deliveries per business delivery.
- Helping 6+ DSPs to assign drivers routes and monitoring 10+ driver's route and helped solve any issues that may arise from unexpected delays to make sure all 500+ packages are picked up daily.

#### Walmart Team Lead

July 2020 – April 2021

- Participated in the hiring, coaching, training, and the evaluation of 5+ associates. Led a 10+ team of associates by effectively prioritizing and delegating daily workloads, plus monitored, and communicated team staffing needs and ensured area processes are executed effectively.
- Ensured that the team achieved our daily goals of stocking 5k+ units across 15 departments to achieve the store's 100k+ daily financial goals.

## EDUCATION

### Correlation One

April 2023 - Present

#### Software Development Apprentice

- ❖ Participated in a 10-week Software development program facilitated through real data analytics business cases to solve business and technical issues.
- ❖ Completed Trailhead modules with support from trainers, study groups, and practice exams.

#### Rio Salado College and Arizona state University

Expected Spring 2025

- ❖ Software Engineering (Microeconomics, Intro to Health & Wellness, and Principles of programming.)