

Education: Bachelor's Degree in Psychology Montclair University

Professional Summary: Results-driven Operations Manager with over three years of experience in logistics, project management, and team leadership at Amazon Logistics. Proven ability to oversee high-priority programs, streamline processes, and drive operational excellence in fast-paced, dynamic environments. Skilled in managing cross-functional teams, optimizing workflows, and collaborating with internal and external partners to achieve strategic goals. Adept at data analysis, reporting, and cost management, with a strong focus on continuous improvement and customer satisfaction.

Experience:

Amazon Logistics

January 2021 – Present

- **Operations Manager (June 2024 – Present)**
 - Plan, prepare, and execute to set a station record by delivering 386,669 packages during the Prime Week high-volume event.
 - Lead daily operations for a team of approximately 80 associates, 4 area managers, and 3 shift assistants, driving optimal labor planning and resource utilization.
 - Manage costs, maintain quality standards, and resolve critical issues as the primary escalation point.
 - Oversee both core and Same Day volume operations, ensuring high performance across 3 different delivery windows.
- **Area Manager II, On the Road (July 2023 - May 2024)**
 - Launched Amazon Logistics' first three-story building in the Southeast region, spanning over 1 million square feet.
 - Developed a traffic flow system and parking plan that improved the station's efficiency, including expanding vehicle staging areas from 1 to 6, resulting in safer and more organized operations with no reported safety incidents since station's launch.
 - Spearheaded the onboarding of 4 additional Delivery Service Partners in Miami, expanding station's DSP network from 3 to 7 and effectively managing historically challenging 52 Regional Geographical Units (RGUs).
 - Increased Deliveries Paid Per Hour (DPPH) from 74.86% in Q4 2023 to 85.51% in Q1 2024, enhancing efficiency and reducing delivery service costs.
- **Area Manager II, SSD Pilot Program (September 2022 – July 2023)**
 - Launched a national sub-same-day pilot program offering additional delivery windows to customers.
 - Partnered with Process Engineering to create training videos for SSD network expansion and developed a standard work checklist adopted by 92 AMZL stations.
 - Streamlined package sorting processes with engineering teams, reducing delays while ensuring compliance with employee break time regulations.
- **Area Manager I, Under the Roof (January 2021 – September 2022)**
 - Mentored hourly Tier 3 associates to advance to Level 4 salaried positions, contributing to talent development and retention.
 - Responsible for site's Key Process Indicator (KPI) (safety, cost, quality, performance and customer experience) to complete daily reports and achieve site's short- and long-term goals
 - Analyzed training effectiveness, addressed inaccuracies, and provided feedback for continuous improvement.

Certifications:

- Lean Six Sigma Yellow Belt, June 2023
- Project Management 360, Cornell University, Anticipated November 2023