Robert Smith

Process Assistant II

CONTACT DETAILS

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PERSONAL STATEMENT

Process Assistant with 3+ years of experience is now seeking for an opportunity to learn new skills and grow as a professional, in a team atmosphere.

WORK EXPERIENCE

Process Assistant II

ABC Corporation - November 2006 – August 2007

Responsibilities:

- Reported to Area Manager in four key areas; safety, quality, customer experience, and productivity.
- Assisted with the day-to-day management (workflow assignments) of a minimum of 60 employees.
- Reviewed the work forecasts and determined the productivity needs to meet the daily objectives.
- Partnered with other Area Managers to balance labor and ensure an efficient operating shift.
- Participated in Kaizen to improve productivity and quality.
- Supported all safety programs and OSHA compliance to ensure a safe work environment.
- Proactively identified and lead process improvement initiatives using Six Sigma and Lean tools.

Process Assistant

Amazon.com - 2004 – 2006

Responsibilities:

- Assisted with the overall safety, quality, and performance and customer experience of the Make on Demand cell in Amazon.com.
- Responsible for assisting the direct manager and carrying out supervisory responsibilities in accordance with the organizations policies and procedures to break every manufacturing record set in the cell to date.
- This is Amazons flagship manufacturing/customer experience plant with the following results to date Maintained quality targets 25% below company established targets.
- Improved team morale and maintain a 100% operator efficiency rate by orchestrating a team-building program.
- Broke daily volume, weekly volume and peak-volume records within the peak months of production 2012.
- Created a 6-month training program to ensure associate cross-training and development of personnel within the department.
- Increased MOD receive rates by 20% with the JDI assignment.

SKILLS

Microsoft Office, Administration, Time Management.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

Masters of Science in Spanish - (Pace University - New York, NY)

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