MICHAEL CLARK

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Amazon Delivery Center Process Assistan

PROFESSIONAL SUMMARY

Proactive Amazon Delivery Center Process Assistant with 6+ years of experience in managing delivery operations, optimizing routing processes, and ensuring timely deliveries. Known for troubleshooting issues, improving efficiency, and ensuring customer satisfaction by overseeing the smooth operation of the delivery center.

LinkedIn: /in/michaelclark

EDUCATION

Bachelor of Science in Supply Chain Management

DePaul University

Graduated: June 2019

Professional Development

- Amazon Delivery Management Training Program - 2024
- Certified in First Aid and CPR - 2023
- Advanced Data Analytics for Logistics (Coursera) - 2022

SKILLS

Delivery Routing & Optimization	Expert
Real-Time Problem Solving	Expert
Customer Service	Expert
Delivery Management	Expert
Performance Monitoring	Expert
Package Scanning & Sorting	Expert
Time Management	Expert

EXPERIENCE

2021 - Now

Process Assistant

Amazon Delivery Center / Chicago, IL

- Oversee daily operations within the delivery center, ensuring packages are sorted, scanned, and dispatched on time.
- Manage the flow of packages to delivery drivers, ensuring route accuracy and compliance with delivery schedules.
- Monitor delivery performance metrics and implement corrective actions to improve on-time delivery rates by 15%.
- Lead a team of 12 delivery associates, training them on best practices for package handling and route efficiency.
- Identify and resolve operational bottlenecks, improving overall delivery times and customer satisfaction.

2019 - 2021

Delivery Associate

Amazon Delivery Center / Chicago, IL

- Delivered packages to customers in a timely manner, ensuring adherence to route schedules and customer service expectations.
- Conducted pre-trip inspections to ensure vehicles were safe and ready for operation.
- Worked closely with dispatch teams to optimize routes based on real-time data and traffic conditions.
- Assisted in managing the loading and unloading of delivery vehicles to ensure accurate and efficient deliveries.