**Christina Rodriguez**





**10616 Willow Creek Road**

**Moreno Valley Ca. 92557**

**Home Phone**

**(562) 646-2057**





**Education:**

University of Phoenix, Diamond Bar, California

B.S. in Administration of Justice – February 2008 – May 2010

Completed a total of 210 accredited college units

University of Phoenix, La Mirada, California

Master’s Degree- June 2015 – Present

6 units for completion (2018)

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**Certifications:**

Advance School of Driving through Amazon, Fontana, California

Commercial Driver License Class A – April 2017 – May 2017

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**Experience:**

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| **Yard Specialist, East Vale, Ca. Amazon.com****Department:** Transportation Operation Management – Transportation Yard Specialist – February 2018 to Present * Audited incoming semi-trailers and railroad trucks by confirming and rearranging the trailers based on the status of freight physically and virtually inside.
* Created cases using Yard Management Software (YMS) that alert all Amazon carriers of trailers of conditions and errors with their trailers, drivers and freight.
* Corresponded with a variety of major parcel and freight carriers (UPS, FedEX, Estes, Conway, J.B.Hunt etc.) resolving issues such as miss-shipped products, broken machinery, refused freight, etc.
* Composed daily reports in excel that display the status and progress on the warehouses’ inbound and outbound cross-dock yard.
* Monitors and calculates quality and performance metrics on third-party associates.
* Successful launch of LGB3; Focusing on setting up the team on the site level as a whole.
* Improved relationships with both inbound and outbound dock teams; bridge the gap in the partnership to allow better process flow and establish solid communications between cross-functional teams.
* Summit and email The 24 Hour Forecast, The Wash, TOM Metrics, and the inbound trailer pole on a daily basis to the Inbound/Outbound teams and site leaders.

**OnTrac Dedicated Driver, Fontana, Ca.****Route Driver:**  Over The Road Driver- June 2017 to Present* Drive doubles/triples and 53 footers to San Diego from Ontario, Ca.
* Conduct Pre-trip and Post-trips inspections to trailer and tractor before and after driving on a daily basis.
* Safety is a number 1 priority!

**Process Assistant, Redlands, Ca. Amazon.com****Department:** Outbound Team and Mech. – October 2014 to February 2018* Helping support daily management of department’s duties, allocating labor, assigning job duties, and communicating with internal and external suppliers.
* Hosted professional presentations for operations teams detailing overall production.
* Ensuring successful area performance, through tracking, reporting and feedback of associate performance
* Fully understanding workflow and daily production goals
* Reviewing and updating SOP as requires
* Identifying and addressing safety hazards within the work area
* Support and work in the department as required
* Assisting in keeping work area clean and organized
* Tracking and reporting of ATS/labor hours
* I helped Launch ONT9 in 2014, I helped TV Land become number one in the district. My department went from being number one worst in the district in TV damages to number one department in the district from keeping damage to zero percent in the district. Due to customer obsession and having a strong back bone my department prepped and shipped out Televisions on time undamaged.
* Managed 20+ associates and gave specific directions while informing of correct processes and skills to be successful in projects.
* Successfully managed multiple shifts to increased total team volume rates to a throughput of 150.5 TPH exceeding 110% to plan.
* Manage outbound associates and motivate individuals to be successful during launch process.
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**Qualifications:**

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| * Highly proficient in written and oral communications and able to produce concise, relevant, strategically driven documents and presentations to leaders.
* Technologically proficient in computer software, hardware and networking.
* Strong and positive sense of work ethics.
* Strong ability to maintain positive internal working relationships with team members.
* Strong time management, research skills, and critical thinking.
* Highly self-motivated and customer satisfaction-oriented.
* Superb sense of detail, precision, and a focus on quality assurance.
* Willing and able to train, coach, and assist team members.
* A self-starter and can work and develop independently.

**Technical Skills** |
| * Highly Proficient in Adobe Photoshop
* Proficient in Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).
* Proficient in working in Windows Operating Systems (Vista, XP, Windows 7, Windows 8 and Windows 10) and related devices.
* Familiar with HTML5, MySQL and CSS**.**
* Full understanding and thorough utilization of relevant social media websites.
* Able to use a copier, laminators, fax machine, cash register, scanners, and a variety of other office equipment.
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**References:**

**Jonah Ukwu (Senior Operations Manager)**

**Email:** **jonaukwu@amazon.co.uk**

**Phone: (909) 559- 0286**

**Work 447 553 844103**

**Nikko Murillo (Field Transportation Lead)**

**Email:** **murillon@amazon.com**

**Phone: (909) 319- 1208**