

CARLY TILLMAN

carly.m.tillman@gmail.com

9715 N FM 620 #3105 □ Austin, TX 78726 □ (210) 548-9346

EXPERIENCE

AMAZON

2017 - 2022

SSD Process Assistant (2021-2022)

- Launched STX6, the first SSD in Austin.
- Onboarded and trained associates in quality, inbound, and outbound processes. Developed and trained multiple associates for leadership and indirect roles. Use audits to help struggling associates reach expected rates through small attainable goals resulting in 40% or more improvement
- Support leadership with hourly snips, staffing lineups, standups, engagements, associate permissions. Jump into indirect and direct roles as needed resulting in improvements in our TPH goals

Fulfillment Associate (2021)

- Recommended to train for IC/QA/CS, successfully reached rate for SBC on the second day meeting 100% quality
- Picked for the top performing team in the building continuously meeting metric expectations

Seasonal Assistant Manager (2021)

- Implemented process improvements with specialty team, driving 90% improvement in compliance
- Conducted enhanced engagement with associates, improving performance 20%-100% with team members

Amazon Fresh Associate (2020)

- Achieved top 5% performance in direct path stowing, receiving, and picking, contributing to team UPH improvements
- Selected by leadership to lead and coach Specialty Team of 6 associates. Created standardized behaviors and processes in all areas including pack, transform, grading, and inventory resulting in a 50% increase rate in just 4 months
- Mastered inbound problem solve and executed audits, resulting in 70% improvement in indirect rates

Fulfillment Associate (2017-2018)

- Part of the top performing team for Inbound Stow
- Trained in Inbound Problem Solve

SHIPT

2018-2020

Personal Shopper

- Grocery shopped and delivered groceries to customers with a 100% on time rate
- Provided customer service and never dropped below a 4-star rating

EDUCATION

Western Governors University, Salt Lake City, UT
Bachelor's of Science – HR Management – In Progress

March 2020 - Present