




# Sartaj Irtiza Ahmad

Remote Operations & Digital Systems Strategist

## PERSONAL DETAILS

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## SKILLS

- Conflict Resolution
- Critical Thinking
- Attention to Detail
- Excellent Communication Skills
- Adaptability/Flexibility
- Teamwork
- WMS(Warehouse Management System)
- ERP
- Leadership
- Time Management
- Tech-Savy
- Inventory Control

## WEBSITES & SOCIAL LINKS

## PROFESSIONAL SUMMARY

Logistics-savvy systems builder with 5+ years across warehouse ops, patrol security, and customer service—now bridging into digital infrastructure. Adept in tools like SQL, SPSS, Spire, WMS, and ERP. From Amazon fulfillment lines to launching my own domain and DNS config, I merge real-world grind with systems-level execution. Known for stepping up where others freeze, I bring blue-collar resilience with a strategic edge. Seeking a remote-first team where grit, initiative, and results matter more than titles.

## WORK EXPERIENCE

### Logistics Manager

Primavera Interior Furnishings Ltd. | Toronto, ON | Sep, 2023 - Apr, 2025

- Managed daily shipping/receiving ops with accurate inventory and on-time delivery
- Coordinated international logistics using SPiRE; ensured full compliance and clear documentation
- Inspected outbound goods and enforced premium packing standards for high-value items
- Handled high-end client accounts with strict quality and timeline expectations
- Worked cross-functionally to resolve vendor and fulfillment issues quickly
- Blended hands-on logistics with system fluency to streamline complex operations

### Patrol Officer

Phoenix Protective Corp | Seattle, WA | Jan, 2023 - Aug, 2023

- Patrolled parks and commercial areas by vehicle, ensuring safety and visibility across assigned zones
- Maintained a clean driving record as part of daily mobile operations
- Responded to incidents quickly and accurately documented events
- Secured perimeters to assist fellow officers in high-risk situations
- Completed Taser and Pepper Spray training for armed patrol readiness
- De-escalated conflicts through strong communication and public-facing professionalism
- Logged detailed reports and worked independently on overnight shifts with full accountability

## **Warehouse Associate**

Amazon Fulfillment Center | Kent, WA | Jan, 2022 - Jan, 2023

- Prepped customer orders in a fast-paced environment, from single items to complex multi-unit shipments
- Used Amazon robotics and Pick Operating System for accurate inventory handling
- Cross-trained in picker, stower, tote runner, dock, water spider, and conveyor belt lines — worked every warehouse ecosystem without ever leaving the floor
- Walked 10+ miles per shift while maintaining quality and meeting strict quotas
- Supported safe, efficient handling of consumer packaged goods across zones
- Followed OSHA and site safety rules while adapting to shifting workflows

## **Assistant Manager Training**

Sherwin Williams Paint Store | Noblesville, IN | Feb, 2020 - Dec, 2022

- Managed day-to-day store operations while delivering strong customer service and team leadership
- Oversaw inventory, restocking, and order fulfillment with attention to accuracy and timelines
- Trained and coached new hires, helping increase product engagement and sales performance
- Signed commercial contracts and consistently met monthly sales quotas tied to performance bonuses
- Resolved store issues, upheld policy standards, and maintained a safe, efficient retail environment
- Completed local deliveries using commercial vehicles, maintaining a clean driving record

## **Independent Contractor/Delivery Specialist**

DoorDash | Annapolis, MD, Indianapolis IN | Jan, 2018 - Jul, 2020

- Delivered food efficiently while maintaining top-tier customer satisfaction
- Navigated dense traffic with GPS and local knowledge to hit delivery windows
- Handled real-time changes calmly and maintained a high driver rating
- Built customer trust through clear communication and reliable service
- Key Skills: Route Optimization, Urban Driving, Customer Service, Time Management

## **Independent Contractor/Delivery Specialist**

Uber | Annapolis MD, Indianapolis IN | Jan, 2018 - Jul, 2020

- Managed food deliveries across city and suburban routes with precision
- Maintained a clean driving record and resolved delivery issues independently
- Balanced orders across platforms while adapting to live traffic conditions
- Delivered consistently under pressure with strong focus on safety and service
- Key Skills: Commercial Driving, Safe Driving Practices, Conflict Resolution, Multi-App Logistics

## Pizza Delivery Driver

Papa John's Pizza | Annapolis, MD | Feb, 2014 - Jan, 2018

- Delivered food orders quickly and accurately during high-volume shifts
- Took phone orders and assisted front counter staff during rush hours
- Stepped in to prep pizzas and add toppings when the kitchen was overwhelmed
- Maintained a clean driving record while handling tight routes and last-minute changes
- Balanced in-store and delivery duties with strong communication and multitasking under pressure
- Built customer rapport with consistent service and problem-solving at the door

## EDUCATION

### B.S Information Systems

Salisbury University | Salisbury, MD

- **Business Applications Development:** Learn to develop software solutions tailored to business needs.
- **Business Systems Analysis:** Understand and model business processes to improve efficiency.
- **Database Management Systems:** Gain proficiency in designing and managing databases crucial for business operations.
- **Enterprise Resource Planning (ERP):** Experience hands-on learning with SAP S/4HANA, a leading ERP system used globally.
- **Business Analytics:** Utilize data mining and analytical tools to derive insights for strategic decision-making.
- **Network Security:** Study the principles of securing information systems against cyber threats.

### Business Administration

Anne Arundel Community College | Arnold, MD

Completed foundational coursework in business, economics, and management before transferring to Salisbury University

## LANGUAGE / SKILL

### Languages

English (Native)

Bangla (Proficient)