
Shaquille K. Raymo

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<https://shaqraymo.tech>

INFORMATION TECHNOLOGY EXPERIENCE

- Currently learning coding in Python

CERTIFICATIONS

- Currently training to take my CompTIA A+

PROFESSIONAL EXPERIENCE

Amazon Fulfillment Center — Process Assistant

Euclid, OH | April 2022 – Present

- Serve as right-hand to the floor manager in the outbound department, coordinating staffing, troubleshooting workflow issues, and ensuring smooth fulfillment operations
- Lead problem-solving efforts along the packing line, resolving technical and personnel issues in real time to maintain operational continuity
- Monitor and drive performance metrics by aligning employee strengths with task assignments, optimizing efficiency across multiple production zones
- Collaborate with cross-functional teams to ensure daily and weekly quotas are met through strategic planning and continuous process improvement
- Trusted to manage confidential personnel data and operational systems, maintaining compliance with company standards and performance expectations

Progressive Insurance — Inbound Sales Associate

Cleveland, OH | Jan 2018 – Apr 2020

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- Consulted with clients over secure phone channels to assess insurance needs and recommend tailored auto and specialty line policies in compliance with state regulations
 - Utilized proprietary systems and web-based platforms to process sensitive personal and financial data with a focus on accuracy, privacy, and regulatory compliance
 - Passed Ohio state licensing exam; demonstrated ability to absorb and apply complex legal and technical information in fast-paced environments
 - Ensured adherence to data protection protocols and company standards while operating in a highly regulated industry

JP Morgan Chase — Lead Teller

Willoughby Hills, OH | Jan 2015 – Jan 2018

- Maintained strict compliance with financial security protocols while processing high-volume customer transactions, including deposits, withdrawals, and cash advances
- Entrusted with overseeing weekly ATM balancing and branch cash flow forecasting, ensuring accuracy and operational continuity
- Promoted to Lead Teller; coordinated daily cash operations, ordered secure cash shipments, and supported risk mitigation through adherence to internal controls
- Acted as a key liaison for cross-functional teams, identifying client needs and introducing secure banking solutions to improve client retention

EDUCATION

Euclid High School, Euclid, OH

August 2009 - June 2013