

# REMI R. ROBERTS

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## EDUCATION

**THE GEORGE WASHINGTON UNIVERSITY, School of Business**  
**Bachelor of Business Administration**, Marketing **Minor**: Africana Studies

Washington, DC  
May 2019

### **Project Management & Operations Management**

Strategic Planning & Product Implementation | Data Analytics | Client Relations Expert

Analytical, results-driven professional with over 4 years of experience improving the efficiency of internal operations while successfully overseeing and completing multiple, concurrent projects requiring cross-team collaboration. Thorough in communicating clearly and concisely across multiple stakeholders with the ability to meet and deliver timelines and requirements under high pressure situations with the ability to adapt quickly while identifying areas of continuous improvement and innovation in order to aid in business growth and development. Conducts project and program analysis to implement solutions for pressing domestic and international problems. Skilled in Operations Management, Organizational Development, Customer Service/ Client Relations, and Research. Technical proficiency in Adobe Creative Suite, Microsoft Office Suite, and Votebuilder. Proven ability to quickly master new concepts and technologies with minimal assistance.

## PROFESSIONAL EXPERIENCE

### **AMAZON LOGISTICS**

Durham, North Carolina

#### **Manager I, Operations**

May 2021-Present

- Implemented root cause and corrective actions to remove production and safety constraints in order to improve product quality, efficiency, and productivity.
- Managed day-to-day operations, supervising over 150 direct and indirect reports in areas including manufacturing production, supply chain, procurement, distribution, inventory and compliance.
- Collaborate with program managers and other stakeholders in order to develop the work schedule for the week by week balancing capacity across various workflows and navigating competing delivery priorities.
- Identify operational bottlenecks in order to build scalable solutions that grow the business and market share .
- Utilized strong analytical skills to build reporting, tell the story around the data, and provide actionable insights driving the path to green while managing the operational and financial metrics for the business.

### **BIDEN-HARRIS 2020**

Southwest, Pennsylvania

#### **Field Organizer Southwest Pennsylvania**

May 2020-November 2020

- Effectively managed, trained and maintained a team of over 200 individuals responsible for the turnout of nearly 60,000 voters.
- Execute field strategy within the state of Pennsylvania, an integral swing state and ultimate catalyst in determining the President elect while turning out more voters than ever in the Nation's history.
- Effectively communicate clearly and concisely across multiple stakeholders and projects to meet delivery timelines and requirements on time.
- Engaged in approximately 20,000 calls, strategy sessions, volunteer training, organizational meetings and seminars in order to effectively create democratic infrastructure in a formerly conservative area.
- Oversaw critical voting population, during an unprecedented global pandemic while managing three offices virtually.
- Named Virtual Staging Location Director as a result of high performance rate and ability to adapt and execute efficiently under pressure.
- Administered and integrated appropriate technology to collect, manage, and communicate specific information to the target population in order to build and share knowledge pertaining to the election and assigned candidates.
- Serve as Innovations & Platforms account lead in escalating and resolving complex issues and needs for assigned target population.
- Lead an effective and efficient "Get Out the Vote" Program while serving as director for ten staging locations in the state of Pennsylvania which resulted in reaching enough voters to assist in closing the initial deficit in Pennsylvania and resulting in a win by over 60,000 votes.

# REMI R. ROBERTS - *Continued*

## MIKE BLOOMBERG 2020

Kansas City, MO

### Field Organizing Director

January 2020 – April 2020

- Execute overall field strategy within the state of Missouri in order to maximize the campaign's outreach in key constituency groups.
- Identified and tracked field staff progress in order to reach individual goals and metrics outlined in the field plan overseen by the Regional Organizing Directors in the largest funded campaign in history.
- Quickly promoted to a leadership role upon proving my tenacious work ethic and close attention to detail, allowing me to serve as the face of the campaign in Western Missouri.
- Produced over 10,000+ calls, while maintaining the highest door canvassing and campaign information output via digital media in the state of Missouri.
- Gained national recognition for my diligent work on the campaign by headquarters which led to a feature on all platforms of Mike Bloomberg's social media accounts highlighting the hard work put into the campaign.

## KIM AND ASSOCIATES

Washington, DC

### Client Success Manager

May 2017 – May 2019

- Facilitated authentication cycle for documents ranging from patents to death certificates to marriage licenses, ensuring documents are approved from the Department of State to designated embassies.
- Ensure and verify documents meet compliance standards from countries including China, Saudi Arabia, and Egypt, allowing businesses to operate in those countries.
- Navigate processes for secret-level clearances and processes on behalf of clients, ensuring State Department approval.
- Serve as a liaison between clients, Department of State and embassies, ensuring accuracy of documentation.
- Project manager on creating and developing submission processes ensuring business continuity.
- Effectively coordinate the management of the team's contractual arrangements (working through and creating contracts) in order to ensure compliance with all contractual obligations
- Developed and fostered appropriate relationships with identified client procurement resources, clients, and teaming partners in order to maintain and ensure perpetuity of partnerships.

## SKILLS/LEADERSHIP ROLES

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- Project/Program Management
- Organizing
- Leadership
- Detail-Oriented
- Critical Thinker
- Interpersonal & Communication Skills
- Social Media Expert (Instagram, Facebook, Twitter, Snapchat)
- Microsoft Office Suite (Word, PowerPoint, Excel)
- Votebuilder/VAN/Mobilize
- Meeting & Events Management
- Creative Problem Solving
- Test-Driven Development
- Relationship Development
- Strategy Implementation
- Written Communications
- Adaptability
- Budget Administration

President, Alpha Kappa Alpha Sorority, Incorporated, Mu Delta Chapter, Washington, DC 2017 – 2019

Executive Board Member and Co-Founder St. Louis County NAACP Young Professionals Network, 2015 – Present

Student Coach, The George Washington University Women's Gymnastics Team, Washington DC, 2016 – 2019

Student Athlete, The George Washington University Women's Rowing Team, Washington, DC, 2015 – 2016

Regional and Executive Board Member, Jack and Jill of America Inc., St. Louis, MO, April 2012 – May 2014