

Edgar Madrid

(708) 616-2815 | madrid.edgar234@gmail.com | Chicago, IL | <http://www.linkedin.com/in/edgarmadrid234/>

TECHNICAL SKILLS & CERTIFICATIONS

Systems and Software: Windows, Linux, MS Office Suit (Word, Excel, PowerPoint, Outlook)

Certifications: ITIL V4 Foundations, LPI Linux Essentials Foundations, CompTIA Project+ (in progress)

PROFESSIONAL EXPERIENCE

Amazon | Warehouse Associate (Inbound Receive) | Aurora, IL July 2023 – Present

- Adapt to dynamic daily operational demands, seamlessly rotating across cross-functional roles—including receiving, inventory auditing, and automated sorting (PID/IDRT)—to optimize workflow and meet daily business targets.
- Perform strict inventory reconciliation using digital tracking systems (scanners and tablets) to align physical stock with virtual databases, proactively identifying discrepancies and routing anomalies to Problem Solve teams.
- Execute complex inbound logistics within a specialized cross-docking facility, managing the intake, physical/virtual down stacking, and classification of high-volume merchandise for regional fulfillment.
- Mentor peers through 1:1 shadowing in technical auditing procedures and provide ongoing quality control guidance to ensure strict adherence to standard operating procedures (SOPs) and safety protocols.

Target | Retail Team Member | Hillside, IL October 2021 – March 2023

- Guided customers through product selection and store navigation, resolving inquiries to ensure a positive brand experience.
- Managed high-volume POS transactions, inventory restocking, and dynamic store merchandising while actively balancing immediate customer needs.
- Trained and mentored new team members on operational best practices, corporate policies, and sales floor execution to accelerate onboarding.
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EDUCATION

Bachelor of Science in Information Technology

Anticipated: June 2027

Western Governors University | Salt Lake City, UT

- Studies focused in IT Foundations, Network Infrastructure Design and Security
- Courses included: IT Project Management (in progress), Linux Foundations, Spreadsheets, Practical Applications of AI Prompts, and Business Productivity Software

Associates in General Studies

August 2025

Triton College | River Grove, IL

PROFESSIONAL DEVELOPMENT

Mastercard Cybersecurity Job Simulation | Forage (Oct 2026)

- Acted as a Security Awareness analyst to identify vulnerabilities and report phishing threats.
- Analyzed specific business areas to design and implement targeted security training courses and procedures.

Datacom Service Desk Job Simulation | Forage (Oct 2026)

- Managed IT incident lifecycles using ITIL best practices for categorizing, prioritizing, and escalating critical issues.
- Diagnosed complex outages and crafted empathetic follow-up communications to maintain customer trust and satisfaction.

COMMUNITY INVOLVEMENT

Hinsdale Humane Society | Volunteer & Community Advocate

April 2025-Present

- Dedicated over 180 hours across 165 individual opportunity shifts, generating a measurable organizational impact value of over \$4,400.
- Act as a grassroots community advocate, actively engaging with the public both online and in person to educate others on animal welfare, shelter initiatives, and responsible pet ownership.
- Provide consistent operational support, balancing specialized animal care (socializing and behavior observation) with facility organization and sanitation protocols

