ZANDRIA HUGHES

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PROFESSIONAL SUMMARY

Industrial engineer and operations leader with an M.S. in Human Factors Engineering and degrees in Industrial Engineering and Mathematics. Experienced in end-to-end process improvement, operational quality, root-cause analysis, and cross-functional project execution. At Amazon, delivered measurable reductions in inbound defects while developing standardized tools to strengthen manager onboarding, metric literacy, and day-to-day decision-making. Combines analytical problem-solving with human-centered process design.

TECHNICAL SKILLS

Project & Process Management: Project ownership, scope and timeline management, process mapping, standard work, cross-functional coordination
Quality & Continuous Improvement: Lean, Six Sigma, SPC, root-cause analysis, Five Whys, FMEA, corrective action, audits, quality control
Data & Analysis: SQL, Python, R, MATLAB, statistical analysis, forecasting, optimization, operations research, Excel (PivotTables, VLOOKUP)
Programming & Technical Tools: C#, C++, HTML, PLC programming, MS Project, MS Access, PowerPoint, Fusion 360, OCTOPUZ, LogixPro, Java
Leadership: Team leadership, coaching, training development, technical communication, prioritization, adaptability

PROFESSIONAL EXPERIENCE

Area Manager (Operations Manager I) | *Feb 2026 – Present*
Amazon — BOS3 Fulfillment Center | North Andover, MA

- Own multiple concurrent process-improvement initiatives across inbound stow, managing project scope, timelines, quality, and execution against site goals.
- Use defect data and root-cause analysis to prioritize corrective actions; reduced Bin Filter Violations 67% (2,507 to 826) and Scan Out of Sequence defects 58% (57 to 24) through targeted coaching, audits, and standard-work execution.
- Reduced SIPS Over & Short defects 22% (31.6K to 24.6K) and total stow errors (DEI) 24.5% (25,414 to 19,175), sustaining performance below the 19,500 goal for consecutive months.
- Led recovery of a POD friction spike from 100%, defining corrective actions, assessing throughput risk, and coordinating execution across inbound teams; reduced friction by 55.94 percentage points to 44.06% within one month.
- Develop a structured, visual learning program for newly hired inbound operations managers, with step-by-step system navigation and metric guides explaining where to retrieve operational measures, how to interpret them, and how to apply them in daily decisions.
- Established a cadence of 10 associate audits per shift to reinforce defect prevention and consistent quality control; maintained zero team recordable incidents during the improvement period.

Inventory Specialist | *Jan 2024 – Jan 2026*
CVS | Waltham, MA

- Conducted weekly cycle-count audits across 1,000+ SKUs, sustaining inventory accuracy above 98% and supporting quality-control compliance.
- Implemented process improvements that reduced stock discrepancies by approximately 20% and shortened replenishment cycle time.
- Managed inspection and validation of incoming shipments, maintaining adherence to safety and regulatory requirements with zero compliance findings.
- Analyzed inventory trends to identify discrepancy root causes and coordinate corrective actions with pharmacy, front-store, and distribution teams.
- Trained new team members on inventory procedures, audit protocols, and compliance standards.

Pharmacy Technician | *May 2023 – Jan 2024*
CVS | Waltham, MA

- Processed and verified 150+ prescriptions daily while supporting accuracy, patient safety, and timely service.
- Managed workflow across intake, filling, verification, and pickup queues, prioritizing work to meet service-level targets in a high-volume environment.
- Supported inventory tracking improvements that reduced stock shortages by 15%; resolved prescription discrepancies and escalated clinical concerns to pharmacists.

Process Engineering Co-op | *Jun 2021 – Dec 2021*
Sappi | Westbrook, ME

- Managed process-optimization work from workflow analysis through recommendations, mapping critical-path bottlenecks and contributing to a 15% improvement in production efficiency.
- Conducted time-and-motion studies to improve task methods, throughput, and resource utilization.
- Applied Lean and Six Sigma methods to reduce waste and improve process consistency; supported trials and process validation for new and existing products.
- Created process documentation, SOPs, and data visualizations to communicate recommendations to plant leadership.

EDUCATION

M.S., Human Factors Engineering — Tufts University | May 2025
B.S., Industrial Engineering — Northeastern University | May 2023
B.S., Mathematics — Clark Atlanta University | May 2023

SELECTED ACADEMIC PROJECT

SYLVEE — Samay Health | Human Factors & Product Design Capstone

- Coordinated a five-member student project team in collaboration with three founding engineers to evaluate and refine the design of a wearable respiratory-monitoring device.
- Contributed to the redesign of the device’s outer shell, addressing a hinge-related pinch point while balancing user comfort, device adherence, waterproofing considerations, and protection of internal electronics and microphone components.
- Translated human-factors considerations and stakeholder constraints into design recommendations; coordinated team responsibilities and delegated CAD and prototype development to a teammate.