

CONTACT

✉ sakiratoma2062@gmail.com

☎ +1 (937) 443-1362

📍 Fairborn, Ohio 45324, USA

EDUCATION

M.S., Marketing Analytics & Insights
Wright State University, Dayton, OH — May 2025

B.S., Economics
Bangladesh University of Business & Technology (BUBT), Dhaka — Jan 2022

TECHNICAL & ANALYTICAL SKILLS

Data Analysis & Business Performance Analytics

SQL • Tableau (Data Visualization)

CRM Systems & Customer Data Management

Inventory & Warehouse Management Systems (WMS)

Microsoft Excel, Word, Outlook, Exchange

Operational Problem-Solving & Process Improvement

LANGUAGES

Bengali Native

English Fluent

SAKIRA AFROZ TOMA

Marketing Analytics Professional • Decision Intelligence • Retail & Supply-Chain Analytics

PROFESSIONAL SUMMARY

Data-driven marketing-analytics professional with a Master’s in Marketing Analytics & Insights and hands-on experience across U.S. retail fulfillment and supply-chain operations. Combines formal training in analytics, SQL, and data visualization with front-line experience in inventory management, warehouse systems, and customer-experience operations at Amazon fulfillment centers. Focused on building decision-intelligence approaches that connect demand forecasting, customer-behavior analytics, and operational data to improve efficiency, reduce waste, and strengthen competitiveness in U.S. retail and supply-chain environments.

PROFESSIONAL EXPERIENCE

Fulfillment Center Quality Associate (Jackpot Operator) Aug 2025 – Present
Amazon.com — Fulfillment Center, Union, OH

- Identifies and resolves operational issues across fulfillment software systems to maintain throughput and accuracy.
- Manages inventory across multiple concurrent tasks to ensure processing efficiency and customer satisfaction.
- Applies quality-control and data-tracking processes that support reliable, high-volume order fulfillment.

Fulfillment Center Associate — Staffing & Inventory Operations 2025
Amazon.com — Fulfillment Center, Union, OH

- Supported inventory optimization using automated material-handling equipment and warehouse management systems (WMS).
- Contributed to order-fulfillment workflows and equipment operation within a high-throughput environment.

Amazon Locker+ Customer Service Associate Nov 2024 – Apr 2025
Amazon.com — Dayton, OH

- Delivered efficient customer service, managing Amazon Locker operations and resolving customer inquiries.
- Ensured positive customer experiences through accurate, service-oriented daily operations.

Operations Trainee Jan 2022 – Nov 2022
Sbocho Drinking Water — Dhaka, Bangladesh

- Monitored daily operations for compliance with safety regulations, policies, and procedures.
- Assisted in developing new operational procedures to improve efficiency; performed accurate data entry.
- Maintained a document-management system to keep company data organized and accessible.

CORE COMPETENCIES

Demand Forecasting

Inventory Intelligence

Customer Analytics

Decision Intelligence

Supply-Chain Resilience

Warehouse Automation

CRM Data

Predictive Modeling

TOOLS & PLATFORMS

SQL • Tableau

CRM & Warehouse Management Systems

Microsoft Excel & Office Suite

DOMAIN

U.S. retail and e-commerce supply chains; fulfillment-center operations; mid-market retail analytics.

PROFESSIONAL EXPERIENCE (CONT.)

Administrative Manager

Sep 2020 – Jul 2021

Artisun Education Academy — Dhaka, Bangladesh

- Managed executive calendars and coordinated meetings and communications for the leadership team.
- Collaborated with project and department leaders to implement operational-efficiency improvements.
- Oversaw CRM updates and backups, report generation, and requisition troubleshooting.

RESEARCH & PROFESSIONAL FOCUS

Building an integrated decision-intelligence layer that connects demand, customer, and operational data to advance efficiency and competitiveness across U.S. retail supply chains. Current focus areas:

AI-Driven Demand Forecasting & Inventory Intelligence

Predictive approaches to demand and inventory for U.S. retail supply chains, targeting supply-chain resilience and reduced waste — grounded in fulfillment-center inventory and WMS experience.

Customer Behavior Analytics & Decision Intelligence

Customer-behavior and decision-intelligence analytics for retail competitiveness and mid-market analytics, built on marketing-analytics training and CRM data.

Warehouse Automation & Human-in-the-Loop Operational Analytics

Operational analytics for warehouse automation with a focus on labor productivity, warehouse safety, and responsible automation — informed by fulfillment-center quality and automated material-handling operations.

CORE STRENGTHS

Business performance analysis • data-driven problem-solving • inventory and operations optimization • customer-experience management • documentation and process organization • adaptability and fast learning across analytics and operations environments.

References available upon request