



Quality Specialist (L4) specializing in execution, and delivery of straightforward risk (e.g., financial, regulatory, reputational, safety, Amazon policy, business continuity) projects and activities related to an existing program for a defined risk strategy.

AYMAN MAHARMEH

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Skill Highlights

- Risk Management
- Compliance Management
- Quality Assurance/Quality Control
- Automation Proficiency
- Data Analytics
- Database Management
- Six Sigma

Languages

English – C1

Arabic – C2

Experience

08/2023 to Present

Quality Specialist (Data and Analytics) - Amazon, Jordan

- Utilized SQL to query and manipulate databases, ensuring data integrity and accuracy in alignment with project requirements.
- Developed and maintained database schemas, optimizing data organization and accessibility for efficient data retrieval and analysis.
- Managed datasets and clusters, implementing ETL processes to extract, transform, and load data from diverse sources into centralized repositories for streamlined analysis.
- Leveraged Amazon Data Infrastructure, including Amazon S3 and Redshift, to store and analyze large volumes of data, enhancing scalability and performance of analytical processes.
- Designed and developed interactive dashboards using Amazon QuickSight, enabling stakeholders to visually explore and analyze key metrics and trends in real-time, fostering data-driven decision-making and enhancing business agility.
- Optimized processes and workflows by scheduling queries and automating report consolidation, leading to substantial reductions in time commitment and notable enhancements in efficiency and productivity across various projects and programs.

Education

2013-2018

Bachelor Civil Engineering
AL AL-BAYT University, Jordan
GPA: Good 71.67%

2022-2024

Master of Business Administration (MBA)
Hashemite University, Jordan
GPA: 3.88 (Excellent)

Certifications

MS Office: Excel Advance, Outlook.
Programming Languages: MySQL.
Data at Amazon Certificate

10/2022 to Present

Quality Specialist (MENA, Point of Contact) - Amazon, Jordan

- Led the successful launch of the Transportation Management Program in collaboration with the Quality, Risk, and Escalation organization, establishing Standardized Operating Procedures (SOP) to ensure efficient and compliant operations.
- Managed compliance and ethical labor treatment for over 80 third-party delivery companies in the MENA region, ensuring adherence to country and organizational policies while validating right-to-operate documents to promote a fair working environment and legal compliance.
- Identified potential risks and implemented effective mitigation strategies, safeguarding the company against financial, operational, and reputational threats.
- Established Quality Control and Quality Assurance practices to ensure high-quality service delivery and organizational targets achieved.
- Managed databases, conducted data analysis, and generated insightful reports to support informed decision-making.
- Identified automation opportunities to enhance operational efficiency and effectiveness.
- Developed training frameworks and conducted training sessions, empowering teams to efficiently operate and manage tasks, enhancing overall productivity and quality scores.
- Developed concise reporting dashboards for efficient data visualization and improved decision-making.

Summer Activities

Work and Travel Program

Summer 2016

Line Cook – Que Pasa Restaurant

Dewey Beach, Delaware, USA.

Summer 2016

Customer Service – Bed, Bath & Beyond

Rehoboth Beach, Delaware, USA.

Summer 2017

Fry Cook – Wings to Go

Dewey Beach, Delaware, USA.

Summer 2017

Breakfast Attendant – Hyatt Hotel

Dewey Beach, Delaware, USA.

References

References available on request

Experience

03/2021 to 10/2022

Quality Analyst - Transportation, Risk & Compliance (TRC), Amazon, Jordan

- Identify and assess regulatory and compliance risks as it relates to our 3P carriers.
- Review new and existing 3P carriers ensuring that they meet compliance, safety, terms of service standards, investigate suspicious 3P carrier / driver activity and behaviors that could pose a risk to Amazon, our customers, or others.
- Drive cross-functional assessments of risks and controls to align to company strategy and risk appetite. Be able to assess the real situation sometimes with limited information in hand in order to make an independent decision about the 3P carrier integrity and compliance standard.
- Assist with linking policies, standard operating procedures, internal controls, monitoring, and reporting with the goal of improving operations, compliance policies, and risk management.
- Deliver quality risk reports that are effectively written with practical, actionable, and value-added recommendations.

06/2020 to 03/2021

Quality Analyst - Global Trade Services (GTS), Amazon, Jordan

- Analyze and establish appropriate classification (HTS) for a wide range of products including raw materials, finished goods, and restricted items to meet UAE government import and export requirements.
- Data analysis and visualization: This includes designing and developing reports and dashboards with large data volumes.
- Responsible for providing insights concerning the requirements and obligations of exporting and importing various goods related to defense services.
- Propose and support implementations of continuous improvements within trade compliance classification systems and processes.
- Experienced with all regulations related to U.S Import and Export including:
 - H.T.S (Harmonized Tariff Schedule)
 - EAR (Export administration Regulation)
 - ECCN (Export Control Classification Number)
 - ITAR (International Traffic in Arms Regulations)
 - NRC (Nuclear Regulatory Commission)
 - Fish and Animal related products – FAUNA
 - Plants related products - FLORA

Experience

04/2018 to 06/2020

Sr. Compliance Associate – Food Safety and Compliance (FSC), Amazon, Jordan

- Develop and maintain food safety standards and compliance programs to ensure Amazon products meet quality expectations and legal requirements.
- Ensure all legal requirements are met, such as Food Information to Consumers (FIC), and assess if the food will meet customer expectations (CX) after purchasing, engaging with several teams.
- Implement expired products checks as part of the Global Specialty Fulfillment Quality Policy.
- Document food safety management programs and identify, evaluate, and control hazards significant to customer safety.
- Escalate and report any suspicious or potentially hazardous situations related to food safety, ensuring prompt action and resolution.

07/2017 to 04/2018

Content Moderator – Moderation Team, Souq.com, Jordan

- Verify and maintain the quality and accuracy of product listings, images, and customer reviews, ensuring compliance with platform policies and guidelines.
- Prevent and address issues like fraudulent activity, misleading advertising, and inappropriate content to enhance the user experience and maintain a trustworthy platform.
- Help maintain a positive brand image, offer customer support, and educate users, contributing to a reliable and enjoyable e-commerce environment.