

Sangida Tabassum

PROFESSIONAL

Hardworking and dependable Amazon FC Associate with over five years of experience in a fast-paced fulfilment environment. Experienced in order processing, quality, inventory accuracy, safety compliance, problem solving and supporting colleagues. I am confident working to targets, following operational standards and helping new associates understand processes. I am now looking to progress into an Amazon management role where I can use my operational experience, communication skills and team-focused approach to support people, safety, quality and customer outcomes.

PROFILE

CONTACT

07365875057 |
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Coventry, West Midlands
CV1 5HU

Education

HSC — Willes Little
Flower School &
College, Bangladesh
Grade: 3.08

SSC — Motijheel Model School
& College, Bangladesh Grade:
5.00

Experience

FC Associate — Amazon UK Services Ltd. | 26 June
2021 — Present

- **Order Processing:** Pick, pack and process customer orders accurately while working to delivery timelines, quality standards and operational targets.
- **Safety Compliance:** Follow site safety procedures and raise concerns promptly to help maintain a safe working environment for associates.
- **Quality Control:** Carry out quality checks and identify errors or damaged items before orders progress through the fulfilment process.
- **Inventory Management:** Support accurate inventory movement and counts, identify discrepancies and escalate issues to supervisors.
- **Problem Solving:** Respond to operational issues such as damaged items, process errors and shipping problems, escalating where required.
- **Team Collaboration:** Work closely with colleagues and supervisors to achieve daily goals, maintain workflow and support operational efficiency.
- **Training Support:** Help new associates understand warehouse procedures, work practices and safety expectations, adapting explanations to individual needs.
- **Documentation & Process Discipline:** Maintain accurate

Skills

- People support & team collaboration
- Safety & compliance
- Problem solving & escalation
- Training & coaching support
- Communication, organization and time management

records and follow standard processes consistently to support reliable fulfilment operations

COVER LETTER

SANGIDA TABASSUM

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6 October 2026

Amazon UK Services Ltd.

BHX5 Fulfilment Centre

Unit 3 Waver Way

Rugby, CV23 0XF

Subject: Application for Amazon ICQA Area Manager Position

Dear Hiring Manager,

I am writing to apply for the Amazon Operations / Area Manager position. I currently work as an FC Associate with Amazon UK Services Ltd. and have more than five years of experience in a fast-paced fulfilment environment. I am now ready to take the next step in my career and use my operational knowledge, communication skills and experience supporting colleagues in a management role.

In my current role, I work with customer orders, quality checks, inventory accuracy, safety procedures and problem solving. I understand the importance of meeting operational targets while maintaining high standards of safety and quality. I also support new associates by helping them understand warehouse procedures and safe working practices. These experiences have strengthened my communication, organization and ability to remain calm and focused when priorities change. I am particularly interested in progressing into a management position because I enjoy supporting people and contributing to smooth day-to-day operations. I believe effective leadership means being approachable, clear and fair while keeping the team focused on safety, quality, productivity and customer outcomes. My experience as an associate gives me a practical understanding of the operational environment and the challenges colleagues may face. I am hardworking, reliable and willing to learn. I am keen to develop my leadership skills further and take greater responsibility for people and operational performance. I believe my knowledge of Amazon fulfilment processes, commitment to teamwork and strong work ethic would allow me to make a positive contribution as a manager.

Thank you for considering my application. I would welcome the opportunity to discuss my experience and suitability for the position in more detail.

Yours sincerely,

Sangida Tabassum

Job Advertisement

Job Title: ICQA Area Manager (Inventory Control and Quality Assurance)

Company: Amazon UK Services Ltd.

Location: Rugby, United Kingdom

Job Description

Amazon is looking for an ICQA Area Manager to lead inventory control, quality assurance and problem-solving operations. The role involves maintaining inventory accuracy, improving productivity, ensuring workplace safety and providing excellent customer service.

Key Responsibilities

- Lead and supervise associates and team leaders.
- Maintain health, safety and quality standards.

- Analyse data and monitor performance KPIs.
- Improve inventory accuracy and productivity.
- Train, coach and develop team members.
- Plan shifts, assign tasks and solve operational problems.

Essential Skills and Qualifications

- Equivalent experience in operations management..
- Good communication skills in English.
- Advanced Microsoft Office and Excel skills.
- Strong problem-solving and organisational abilities.

Preferred Skills

- Ability to manage multiple tasks and priorities.
- Experience in continuous process improvement.

Salary: £47,400 gross per year