

SYED MIRAJ ALI

Robotics & Maintenance Technician | MHE & Automation Support

Warren, MI | (586) 675-3160 | getmiraj@gmail.com | linkedin.com/in/syedmiraj | Authorized to work in the U.S.

SUMMARY

Maintenance and robotics floor support professional with hands-on experience supporting Amazon automated fulfillment operations, AMR fault recovery, equipment status tracking, safety procedures, and high-accuracy ICQA workflows. Background includes mobile hardware repair, hand tools, component-level diagnostics, documentation, and team coordination. Strong fit for entry-level RME, CBRE/JLL maintenance, robotics technician, and MHE support roles.

CORE SKILLS

Equipment & Mechanical/Electrical Maintenance: Mechanical/electrical fault recognition and approved recovery support for AMR drive units, pods, and material handling equipment (MHE); autonomous robot fault detection; equipment monitoring and recovery procedures; power cycling, reset, sensor cleaning, and basic hardware reconfiguration; component-level repair and microsoldering; hand tools, power tools, and multimeters

Robotics & Safety Compliance: Robotics and automation support for Autonomous Mobile Robots (AMRs) and automated MHE operations; SRBRS-certified safety protocol and safety compliance; adherence to standard operating procedures (SOPs); Lean Six Sigma continuous improvement, 5S, and root-cause thinking

Quality, Documentation & Math: Inventory control and quality assurance (ICQA); equipment/status documentation via tablet and handheld devices; asset/inventory tracking systems; basic math including percentages, measurements, and calculations; Microsoft Office Suite

Physical Readiness & Team Coordination: Comfortable standing, walking, lifting, and climbing in a fast-paced industrial/warehouse environment; cross-team coordination via radio/handheld devices during equipment escalations; dependable under deadline-driven conditions

PROFESSIONAL EXPERIENCE

Warehouse Associate | Robotics Floor Support

Dec 2025 – Present

Amazon Robotics Center | Equipment Recovery Support | ICQA & Amnesty Floor Monitor (AFM) | SRBRS, FAST & UP Certified

- Identify AMR drive unit and pod fault conditions in real time on the robotics floor; perform approved recovery actions including power cycling, resets, sensor cleaning, and basic hardware reconfiguration under SRBRS safety protocol.
- Track in-service/out-of-service equipment status and escalate maintenance issues using handheld radios and tablet devices for real-time coordination with operations and maintenance teams.
- Recognized for Top 1% accuracy and throughput company-wide, resolving equipment and inventory discrepancies across thousands of units with 99.9% precision.
- Perform hands-on diagnostics and basic repair support for RF scanners, label printers, and workstation hardware using structured fault isolation.
- Apply 5S, documentation, and root-cause thinking to recurring equipment and workflow issues, sustaining 30%+ above productivity targets while maintaining a safe working environment.

Mobile Systems Technician — iFix, Warren, MI

Aug 2024 – Mar 2025

- Performed hands-on hardware diagnostics and repair using hand tools and precision equipment — component-level repair, microsoldering, battery and port servicing — achieving a 95% same-day resolution rate.
- Managed full repair workflow end-to-end — intake, diagnosis, parts procurement, quality testing, handoff — with zero rework incidents.
- Maintained organized parts inventory and communicated technical findings clearly to customers.

Technical Team Lead — StaffMerge / Ofspace.co, Remote

Oct 2018 – Jul 2023

- Led a remote team of 6 delivering technical projects for enterprise clients across the US and UK; authored SOPs and process standards that improved workflow efficiency by 30%.

CERTIFICATIONS & TRAINING

- Amazon Robotics — SRBRS & FAST & UP Certified — 2026
- Lean Six Sigma White Belt — Council for Six Sigma Certification — 2026
- CompTIA A+ (220-1101 & 220-1102) — Expected 2026

EDUCATION

B.S. — Computer Science & Engineering — Royal University of Dhaka, Bangladesh 2016