



SHY'ANN HOUSTON

Profile

As a seasoned customer service professional, I bring six years of expertise in addressing customers' needs, resolving issues, and ensure satisfaction. My strengths lie in my robust comprehension abilities and effective communication skills. I am a self-motivated individual, adept at swiftly grasping new concepts and tasks, thereby requiring minimal supervision.

EXPERIENCE

INVENTORY CONTROL AND QUALITY ASSURANCE

Amazon fulfillment center

June 2022- Present

- Analyzing approximately 4,000 amazon products daily for quality assurance
- Maintaining bin reorganization for the conveniency of associates
- Strengthening associate performance by efficiently correcting errors using critical thinking skills and computer software

MEMBER SPECIALIST

Sam's Club

June 2021 - August 2022

- Took initiative to help members solve point of sales (POS) system errors or product concerns
- Used persuasion to promote members to modernize their membership/ invest in a Sam's credit card to transform their businesses.
- Quickly and effeciently reviewed products in carts to eliminate theft

FRONTEND SUPERVISOR

Ross Dress for Less

May 2020 - June 2021

- Directed and supported frontend employees
- Provide assistance with deescalating conflicts , addressing customers' concerns, and providing direction when needed.
- Enforced company policies related to mask and cleanliness policy to decrease the spread of Covid 19
- Observed customers and product to eliminate the possibility of internal theft.

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EDUCATION

HIGH SCHOOL DIPLOMA

East High School

CERTIFICATIONS

LICENCED IN PHLEBOTOMY

February 2024

FORKLIFT/CHERRY PICKER

October 2023

LICENCED TO SERVE ALCOHOL

May 2023

SKILLS

- Customer Service
- Critical Thinking
- Empathy
- Comprehension
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication