

# Destiny Alston

Preferred Name: Shayla Alston

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(336) 781-5514

Greensboro, NC

## Professional summary

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Experienced specialist with 4 years in logistics and technical support, specializing in order accuracy, supply chain optimization, and system reliability. Skilled in C#, React, CSS, and other web development technologies, with strong customer service abilities. Known for problem-solving and boosting operational efficiency through detailed analyses and innovative solutions.

## Experience

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### Customer Service Associate

Walmart, Greensboro, NC

11/2023 – Present

- Review and package customer orders, ensuring accuracy and satisfaction through effective communication.
- Make appropriate product substitutions, maintaining high customer satisfaction and resolving stock issues.
- Assisted customers with inquiries, returns, and exchanges, ensuring a positive shopping experience.
- Collaborate with team to streamline order fulfillment, enhancing efficiency and customer experience.
- Streamlines order fulfillment process, ensuring timely and accurate customer order preparation and packaging, enhancing customer satisfaction.
- Resolved customer complaints professionally, providing solutions that aligned with company policies.
- Prioritizes and manages multiple customer orders to ensure prompt and accurate fulfillment, directly contributing to increased customer satisfaction.
- Verifies order accuracy and appropriateness of product substitutions, ensuring meticulous attention to detail and high customer satisfaction.

### Logistics Specialist

Fuji Foods, Brown Summit, NC

03/2023 – 11/2023

- Operated to-pack machine ensuring smooth production flow and timely order fulfillment.
- Enhanced supply chain efficiency through process improvements, leading to measurable operational gains.
- Collaborated with Warehouse Managers, carriers, and suppliers to streamline logistics operations.
- Monitored product flow from materials acquisition to final delivery, ensuring accuracy and timeliness.
- Implemented inventory management techniques, reducing stock discrepancies by 20% and optimizing storage space.
- Streamlined supply chain processes to enhance efficiency and organization.
- Utilized technology for inventory management and communication, improving operational workflows.
- Analyzed supply chain challenges and implemented effective solutions in a fast-paced environment
- Conducted thorough analysis of supply chain challenges, developing effective solutions that improved workflow and reduced bottlenecks.

### Tech Support Analyst

Lenovo, Whitsett, NC

06/2021 – 03/2023

- Resolved database issues, improving system efficiency and reducing data loss by 40%
- Collaborated with team to develop software and hardware from design plans, enhancing project outcomes
- Provided technical support, addressing major and minor bugs, ensuring smooth operation
- Maintained integrated systems and CRM, optimizing user experience and system reliability
- Worked closely with cross-functional teams to implement system updates, fostering a seamless integration and improved user experience.
- Conducted in-depth system analyses to identify and rectify vulnerabilities, contributing to a 20% increase in system uptime.
- Coordinated transportation providers to ensure timely and accurate shipment deliveries

## Logistics Analyst

Freud America, Greensboro, NC

09/2020 - 07/2021

- Monitored product flow from materials acquisition to final delivery, ensuring timely distribution.
- Investigated supply chain issues, preemptively resolving potential disruptions for seamless operations.
- Collaborated with Warehouse Managers, carriers, and suppliers to address routine and unexpected disruptions.
- Utilized in-depth knowledge of distribution and shipping methods to optimize logistics processes.
- Implemented effective communication strategies, resulting in improved coordination and reduced delays.
- Developed and implemented logistics strategies that improved delivery times by 20%.
- Maintained meticulous records of inventory and shipments, ensuring accuracy and compliance.
- Ensured seamless coordination of transportation providers, significantly reducing shipment delays and improving customer satisfaction.

## Skills

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Customer Service (Experienced), HTML (Experienced), Web Development (Skillful), PHP (Experienced), MySQL (Skillful), WordPress (Skillful), JavaScript (Beginner), C#, React, Software development, .NET, Azure, CSS (Experienced), Forklift (Experienced)

## Education

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### Information Technology

GTCC, Greensboro, NC

12/2020

### Honors Graduate

Ragsdale High School, Jamestown, NC

06/2017

### Microsoft Certified Professional (MCP)

Certification

### CompTIA A+

Certification