

Colvin Kenphila

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Education

- Georgia State University – Bachelor of Arts in Religious Studies – Graduated May 2019
 - HRCI – Associate Professional in Human Resources – 800154649aPHR - Certified January 2021
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Experience

WEB CONTENT EDITOR | RUNNING WAREHOUSE | OCT 2022 - PRESENT

- Researching and testing new footwear technologies current and future, quantifying accurate data for descriptions leading to higher demand and sales for products.
- Facilitate multiple testers and high-level runners for their opinions and reviews on pending footwear products, compiling data into a highly organized and accurate product reviews.

PURCHASING ADMINISTRATION ASSISTANT | SPORTS WAREHOUSE | APR 2021-OCT 2022

- Partnering with multiple lines of business daily with Nike, adidas, and others; facilitating communication on correct pricing discrepancies, and managing the b2b sale of Running Warehouse.
- Create, develop, and organize unique product codes and categories within Running Warehouse sale operating system and maintain easy and efficient access to products.

CUSTOMER SERVICE REPRESENTATIVE | RUNNING WAREHOUSE | DEC 2020 – APR 2021

- Promptly handled an average of 60 to 80 customer inquiries and complaints per day with a 94% customer satisfaction rate.
- Develop foundations for lasting relationships with new customers and foster ongoing relationships with existing customers via a variety of communication channels.

RECRUTER | MARKETSOURCE | AUG 2019– MAY 2020

- Canvassed 40 to 60 candidates per day with expert experience and evaluate candidates with desired skills for positions within major retail companies such as Target, Cox, and Tracfone.
 - Facilitated the walkthrough and completion of I-9 and Onboarding procedures with accepted candidates maintain accurate information with expedited results.
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Volunteering and Leadership

- Senior Counselor at Atlanta Chinese Christian Church North | May 2013 – Dec 2019
 - Camp Counselor at Camp All-American | May 2017 – Aug 2017
 - Navy Junior Reserve Officer Training Corp | Aug 2009 – May 2012
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Key Skills

Microsoft Office, Conflict Management, Administration, Organization, Inventory Management, Human Resources, Computer Proficiency (55 wpm), Problem Solving, Data Analysis, Candidate Development and Training.