

Kasai Byrd

Logistic Associate | Mesa, Arizona | 480-796-5164 | kasaibyrdd0@gmail.com | LinkedIn: [Kasai Byrd](#)

TECHNICAL SKILLS

Additional Skills: Good command of MS office, Customer service, website deployment

Frontend: Bootstrap, Flexbox, CSS GRID, JavaScript, HTML, CSS, Adobe Photoshop, Adobe XD, GitHub

Backend: Python

EXPERIENCE

Amazon, Mesa, NY - Logistics Associate July 2021 - Present

- Assist with various existing DSP fleet, Delivery Station, and/or CO onboarding tasks.
- Creatively problem solve through issues and provide solutions by working through to resolve.
- Attending to customers with the intent to understand, not just to reply.
- Provide solutions to new problems utilizing independent judgment and collaboration with peers.
- maintaining emotional resilience in high stress situations with customers.
- responsible for making outbound business to business (B2B) phone calls to customers.

Mailroom Clerk, San Francisco, CA - Store Clerk Jan 2016 - Sep 2018

- Sorting mail by departments and distributing mail items to each department.
- Using FedEx and USPS software to stamp and ship mail items to customers.
- managing inventory levels to ensure that I'm keeping the optimal amount of each product.

EDUCATION

South Mountain Community College, Certification of Completion in Web Design and Web Development
Jan 2012 - Nov 2014