Phoenix Philpot

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# Career Objective

Detail-oriented professional with a strong background in customer service, team collaboration, and inventory management across various industries, including retail, hospitality, and e-commerce. Proven ability to deliver personalized customer experiences and maintain high operational standards in fast-paced environments.

# Education

**Sam Houston State University,** *Huntsville, TX* Junior, Expected Graduation-**May 2026**

*Bachelor of Arts: Management Information Systems*

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| **Work Experience** |  |  |
| **HEB**, *Personal Shopper, Seafood Specialist* |  | **April 2021 - Present** |

* Managed e-commerce orders efficiently while interacting with customers
* Delivered personal shopping experiences, enhancing customer satisfaction
* Oversaw inventory, product quality, and merchandising in the seafood department
* Interacted with hundreds of customers daily at the fifth highest volume HEB in Houston
* Collaborated with team members across departments to ensure seamless operations

**Villa Sport Club Care,** *Club Care Associate* **August 2020 - April 2021**

* Maintained high standards of cleanliness throughout the facility ensuring a welcoming environment
* Assisted members with locker room services, towel distribution, and equipment setup
* Provided support during peak hours, managing member inquiries and ensuring a smooth flow of operations
* Collaborated with the team to uphold club policies and provide exceptional customer service

**RTIC,** *Retail Associate/Warehouse Associate* **May 2020 – August 2020**

* Assisted customers with product selection, sales, and promotions
* Managed warehouse inventory efficiently using a pallet jack and iPad for logistical tracking
* Supported daily operations by organizing stock and maintaining an orderly warehouse environment
* Collaborated with the sales team to ensure product availability and timely restocking of products

**Villa Sport Café,** *Cafe Associate* **December 2018 - March 2020**

* Provided high-quality food and beverage services in a fast-paced café environment
* Prepared and served a variety of café menu items, like a Starbucks
* Maintained cleanliness and organization in the café, ensuring a pleasant dining experience for members
* Delivered exceptional customer service by addressing member preferences and dietary needs

# Professional Internships

**AB Career Solutions,** *Intern* **January 2024 - Present**

* Assisted in providing personalized consultations to clients, helping them identify career goals
* Contributed to the development of professional skills workshops and training materials for clients
* Conducted research and analysis on job market trends to provide clients with up-to-date information

# Extracurricular Activities

**Sam Houston Information Technology Students Association August 2024- Present**

* Network with Information Technology professionals
* Discuss implementation of Information Technology in the workspace

**Sea Cadets January 2014 – December 2019**

* Completed diverse U.S. Naval Sea Cadet training programs including Recruit Training (2014), Field Operations (2015), and Airman training (2016)
* Specialized in advanced operations through Winter Warfare (2016) and Naval Special Warfare Orientation (2017) at U.S. Military bases

# Technical skills

* *Python Programming*
* *Word*
* *Microsoft Suite*
* *Power Point*
* *Excel*