Adam Grant

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SUMMARY

Experienced Operations Manager with a proven track record within a fast-paced environment and more than nine years of Customer/Client Engagement experience. In-depth knowledge of cloud architecture, information technology, data analysis, and project management. Looking to further my career.

EXPERIENCE

Customer Experience & Engagement Specialist
Southwest Airlines   June 2022 –Current, Dallas, Tx
· Monitored customer success strategies, increased customer retention rate and improved customer satisfaction.
· Resolved customer inquiries and complaints regarding services, policies, and billing issues, leading to an increase in customer satisfaction.
· Analyzed customer experience trends, improved customer service response time, and reduced customer churn rates.
· Assisted a team of 12+ members with implementing best practice resolutions and sharing key points in effectively solving complex inquiries.

Operations Manager
Pack to The Future (Amazon DSP)   September 2019 – April 2022, Dallas, Tx
· Designed and implemented an operations management system to improve efficiency and productivity with established protocols for supply chain, customer service, financial management and personnel processes.
· Streamlined logistics process and achieved a satisfactory on-time delivery rate, reduced operating costs, improved customer satisfaction ratings, and grew employee productivity.
· Enhanced internal processes, resulting in a reduction in errors and increased the time for product delivery to the customer.
· Managed a team of over 60+ employees, which included troubleshooting issues, training new recruits, conflict resolution, team building, and various other managerial practices.

EDUCATION

University of North Texas
Minor in Information Technology · Associate of Applied Science · Studied Electrical Engineering · 120+ Credit Hours

CERTIFICATIONS

AWS Certified Solutions Architect – Associate
Amazon · 2023
· Demonstrates the ability to build secure and robust solutions using architectural design principles based on customer requirements.

Alteryx Designer Core Certification
Alteryx · 2023
· Demonstrates a through understanding of the Alteryx Designer environment as well as the ability to clean, prepare, blend, parse, transform, and analyze data.

COURSEWORK

Back End, SQL, and DevOps with Python
Nucamp · 2023 · Backend Software Development
· Coordinating on code and development processes with a small team.

Software Testing Bootcamp
Online · 2023 · Testing, SDLC, STLC

Ultimate AWS Certified Solutions Architect Associate Bootcamp
Online · 2022 · AWS, DevOps, IAM, Cost management, Best Practices, etc.

SKILLS

Cloud Computing: – AWS – Lambda – Amazon Redshift – Cloud Infrastructure – Cloud Services – Cloud Data
DevOps and CI/CD: – CI/CD – GitLab – Docker – Kubernetes – EKS – Serverless – Cloudwatch
Programming and Scripting: – Object Oriented – Python – API (Application Programming Interface) – Json
Databases: – Dynamodb – Mongodb – Postgressql – Auroradb
Project Management and Agile: – SAFe (Scaled Agile Framework) – Agile – Scrum
Infrastructure and Networking: – EC2 (Elastic Compute Cloud) – DNS (Domain Name System) – Load Balance – Security – Disaster Recovery
Data Management and Analysis: – Data Transfer – Data Cleansing – Data Preparation – Data Blending – Data Analysis – Alteryx – Data Processing – ETL (Extract, Transform, Load)
Event Processing and Messaging: – Kafka – EventBridge
Containers and Orchestration: – Containerization – Fargate
Visualization and Reporting: – PowerPoint – Testing – Tableau – JIRA
Spreadsheets: – Excel