

# Christopher Neal

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## About

I am a self-starter and self-motivated in improving myself personally and professionally. I pride myself on communicating complex ideas to a wide range of stakeholders. I am passionate about analyzing processes and creating solutions. I am currently using my free time to learn Java and familiarize myself with newer web technologies. I can work alone and I work very well in a group environment.

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## WORK EXPERIENCE

### Amazon Seller Support

Jan 2019 – Present

Amazon (AZA10 | Tempe, AZ)

Customer Service

- Demonstrate effective, clear and professional written and oral communication.
- Provide prompt and efficient service to Amazon Sellers and Merchants including the appropriate escalation of Sellers' issues.
- Build Platform and business knowledge to better serve sellers.
- Maintain a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.
- Demonstrate excellent time-management skills and the ability to work independently knowledge while using departmental resources, policies and procedures.
- Contribute to a positive team environment and proactively aid team members with difficult contacts as needed.
- Maintain acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- Actively seek solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.
- Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Seller's issues and questions.
- Deep dive cases that involve malicious behavior of sellers to improve the integrity of the Amazon catalog and buyer trust

### Director of Operations

Feb 2014 – Feb 2018

Hammerhead Spearguns | Aiea, HI

Sports and Physical Recreation

Director of Operations

- Modified and maintained company website
- Manage online sales channels including Company Webstore, Amazon and E-Bay.
- Product photography with in-house studio lighting and Nikon and Canon cameras
- Outdoor and underwater photography for social media and publicity
- Image editing and graphics work
- Supervise shipping and when needed assist or cover the shipping department.
- Supervise product assembly and packaging and also assist when needed.
- Supervise manufacturing and assisting or covering when needed. Cutting, grinding, drilling and lathe work on metal.
- Outside sales trips to dive shops and also tradeshow.
- Working with walk-in customers on sales and repairs of product.

## **Store Manager**

April 2011 – Feb 2014 and Feb 2018 – Oct 2018

Scuba Quest | Sarasota, FL

Sports and Physical Recreation

- Lead Scuba Instructor
- Supervision of Employees and managing day to day store operations
- Customer Service/ Equipment Sales/ Equipment repair
  - Putting the customer first and making sure they get what they need in sales, service and product satisfaction

## **Software Architect - Web Applications**

November 1998 – September 2010

MultiAd | Peoria, IL

Computer/IT Services

- Started as a tester of interactive CD's
- After 6 months I was moved to the Web Design/Development team
- I learned Javascript and CSS to enhance the User Interface of our sites
- I learned PERL, and Oracle to modify the back end of my assigned sites when the assigned programmer was not immediately available
- Promoted to the Web Development team to program with PERL full time.

## **EDUCATION**

Some College Coursework Completed

Illinois Central College | Peoria, IL

Started with Architecture. Returned to take classes in programming including UNIX and C++.

USAF Military Experience