




KYLE WALTON



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SKILLS

- Team Building
- Team Leadership
- Computer Literacy
- Outstanding Communication Skills
- Excellent Time Management Skills
- Collaboration
- Digital communication
- Strong work ethic
- Adaptability

PROFESSIONAL SUMMARY

Highly motivated and adaptable professional with a strong work ethic and a proven ability to learn new skills quickly. Eager to transition into a white-collar office or remote role, leveraging excellent organizational, communication, and problem-solving abilities to contribute effectively to a dynamic team.

EXPERIENCE

Jan 2025 -

Xfinity Greeter

Comcast- Tallahassee Florida

Highly enthusiastic and customer-focused individual with a proven ability to create welcoming environments and enhance visitor experiences. Seeking a Greeter position at Comcast to leverage exceptional interpersonal skills and a commitment to positive first impressions.

- Achieved 100% positive customer feedback scores for greeting and directing visitors, consistently exceeding expectations for a friendly and helpful initial interaction.
- * Successfully managed foot traffic and directed an average of 150+ visitors daily, ensuring efficient flow and reduced wait times.
 - * Proactively identified and addressed visitor needs, resulting in a 20% decrease in customer inquiries directed to other departments.
 - * Trained and mentored new greeters, contributing to a 50% reduction in their ramp-up time.
 - * Maintained an organized and inviting lobby area, contributing to a 15% improvement in overall customer satisfaction with the facility.
- Skills

Customer Service | Interpersonal Communication | Conflict Resolution | Teamwork | Time Management | Welcoming Environment Creation | Active Listening | Problem-Solving | Adaptability

January 2020 - March 2024

Mail Carrier & Mail Clerk

United States Post Office Charlotte, North Carolina

Duties as a Mail Carrier

- * Delivered mail and packages to up to 700 addresses daily on diverse routes, maintaining a 99.8% on-time delivery rate.
- * Managed and organized mail volume, averaging 1,500 pieces per day, ensuring accurate and secure delivery.
- * Operated and maintained postal vehicles safely, adhering to all traffic laws and USPS regulations.

- Internet Access
- Financial Analysis
- Call Flow
- Phone Etiquette
- Microsoft Office - Excel
- Interpersonal Communication
- Interpersonal Skills
- Password Reset
- Analytical Skills
- Business Correspondence
- Customer Experience
- Technical Support
- Contact Center
- Workload Prioritization
- Time Management
- Problem Solving
- Conflict Resolution
- Information Research
- Organization
- Self-starter
- Proactive
- Flexibility
- Tech-savvy
- One Year of supervisor role

- * Provided exceptional customer service, resolving delivery issues and addressing inquiries professionally.
- * Trained new carriers on route optimization and mail handling procedures, improving team efficiency by 15%

Duties as a PSE Mail Processing Clerk

- * Sorted and processed an average of 5,000 incoming and outgoing mail pieces daily with 99% accuracy.
- * Managed inventory of postal supplies and materials, reducing waste by 10% through efficient tracking.
- * Assisted customers with postal services, including package shipping, money orders, and stamp sales.
- * Operated various mail processing equipment, including canceling machines and automated sorting systems.
- * Maintained strict adherence to USPS security protocols and confidential information handling.
- Skills
- * Postal Operations: Mail Sorting & Processing, Route Optimization, Package Handling, Delivery Logistics, Inventory Management, Customer Service, POS Systems, Safety Compliance, Data Entry, USPS Regulations
- * Technical: Microsoft Office Suite, Automated Mail Equipment, Handheld Scanners
- * Personal: Attention to Detail, Time Management, Problem-Solving, Team Collaboration, Communication, Adaptability, Physical Stamina

*** Skills**

Postal Operations: Mail Sorting & Processing, Route Optimization, Package Handling, Delivery Logistics, Inventory Management, Customer Service, POS Systems, Safety Compliance, Data Entry, USPS Regulations

* Technical: Microsoft Office Suite, Automated Mail Equipment, Handheld Scanners

* Personal: Attention to Detail, Time Management, Problem-Solving, Team Collaboration, Communication, Adaptability, Physical Stamina

2019-2020

Client Service Representative (Remote) Supervisor Role

EliteHealth Pharmacy Solutions, Inc. Nashville TN

As a Remote Client Service Representative for EliteHealth Pharmacy Solutions, I provided exceptional support and help to clients, ensuring their needs were met with efficiency and care. With a focus on customer satisfaction, As a supervisor role overseeing a team from a remote

location managing workflow, & monitoring performance, and ensuring team objectives are met. I managed a wide range of inquiries related to staffing requests, client inquiries, and recruitment services. I collaborate closely with internal teams to resolve issues, process orders, and manage client accounts, all while keeping strict confidentiality and

compliance with healthcare regulations. Leveraging my effective communication skills, mindfulness, and problem-solving abilities, I deliver personalized solutions that enhance the client experience in a fast-paced, virtual environment.

My commitment to accuracy and customer satisfaction consistently contributes to the smooth operation of pharmacy Services.

October 2018 - November 2019

Ramp Agent/Ticket Agent

Envoy American Airlines , Tallahassee, Florida

*** Ramp Operations:**

Achieved 99.5% on-time departure rate for assigned flights by efficiently loading/unloading baggage, cargo, and mail while adhering to strict safety protocols.

- * Operated and maintained various ground support equipment (GSE), including tugs, belt loaders, and pushback tractors, ensuring zero incidents during tenure.

- * Coordinated effectively with flight crews, gate agents, and dispatchers to ensure seamless aircraft turnarounds.

- * Reduced baggage mishandling by 15% through meticulous labeling and tracking procedures.

- * Trained 10 new ramp agents on safety procedures and operational best practices, contributing to a more efficient and compliant team.

*** Ticket Agent / Customer Service:**

- * Processed an average of 1,326 passenger transactions daily, including ticketing, baggage check-in, and seat assignments, maintaining a high level of accuracy and customer satisfaction.

- * Resolved 90% complex customer inquiries and complaints daily, de-escalating difficult situations and ensuring positive outcomes.

- * Increased ancillary sales by 10%"] by effectively promoting optional services and upgrades.

- * Proficiently utilized Sabre GDS system for reservations, ticketing, and flight management.

- * Maintained 100% compliance with TSA and FAA regulations for passenger and baggage screening.

Skills

- * Airport Operations: Ground Support Equipment (GSE) Operation, Aircraft Marshalling, Baggage Handling, Cargo Operations, Turnaround Coordination, Safety Compliance (OSHA, FAA)
- * Customer Service: Conflict Resolution, De-escalation, Ticketing, Reservations, Passenger Assistance, Problem Solving, Multitasking, Communication (Verbal & Written)
- * Technical Skills: Sabre GDS, Microsoft Office Suite (Word, Excel, Outlook), [Any other relevant software/systems]
- * Other: Team Leadership, Training & Development, Time Management, Adaptability, Attention to Detail, Punctuality

Jan 2018 - November 2019

Package Handler

FedEx, Tallahassee, Florida

- Consistently exceeded daily package handling quotas, demonstrating exceptional speed and efficiency in sorting and moving freight.
- * Maintained a 99% accuracy rate in scanning and routing packages, significantly reducing misdeliveries.
- * Safely operated various material handling equipment, including pallet jacks and hand trucks, to move heavy and oversized items.
- * Collaborated effectively with team members to optimize workflow and ensure timely dispatch of all shipments.
- * Adhered strictly to all safety protocols, contributing to a reduced incidence of workplace injuries.
- * Proficiently loaded and unloaded trailers and delivery vehicles, ensuring proper weight distribution and secure placement of packages.
- * Trained new hires on proper package handling techniques and safety procedures, improving team productivity

Skills

* Package Handling * Loading & Unloading * Scanning & Sorting * Material Handling * Warehouse Operations * Team Collaboration * Safety Compliance * Physical Stamina * Time Management * Attention to Detail

March 2016 - September 2017

Package Handler

USP, Tallahassee, Florida

- * Loaded and unloaded an average of 500+ packages per hour, consistently exceeding daily quotas by 15% in a fast-paced distribution center.
- * Achieved and maintained a 99% accuracy rate in package sorting and labeling, significantly reducing mishandling and delivery errors.

- * Operated various material handling equipment, including extended loaders and hand trucks, ensuring efficient movement of packages up to 150 lbs.
- * Collaborated effectively with a team of 20+ handlers to streamline package flow, contributing to a 10% reduction in trailer loading times.
- * Adhered to all safety protocols, contributing to an accident-free work environment for over three years.
- * Trained 5+ new hires on proper package handling techniques, safety procedures, and efficient sorting methods.
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- Skills

Package Handling | Loading & Unloading | Material Handling Equipment (Extended Loaders, Hand Trucks) | Inventory Management | Scanning Systems | Safety Compliance | Teamwork | Time Management | Physical Stamina | Attention to Detail | Fast-Paced Environment

EDUCATION

January 2013

High School in Networking Marketing, Sales, Finance, Trading

Franklin Academy

REFERENCES

Gabriel Sheffield — Elite Health Pharmacy

Business Owner Mentor

(615) 622-9344

Gabriel.sheffield@ehps.us

Howlie Rhett Davis

Mentor - Former Senior Vice President CH2 Mill Former Security Detail for the White House under the Bill Clinton Administration.

202-766-8441 Email Davis.Howlie@gmail.com

Donna Clay Manager United States Post Office

704-962-2440

CERTIFICATIONS & EXPERIENCE

- MyForexFunds Certificate of Achievement Proprietary Firm Trading
- PSE Mail Processing Safety Training.
- Roberts Professional Academy Certificate Class D License
- FTMO.com Modern Proprietary Trading Certificate
- Alpha Trader Firm Proprietary Trading Certificate
- Paradise Capital Proprietary Trading Certificate

