

# Kaelynn K Lopez

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## WORK EXPERIENCE

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### Amazon

January 2022 – July 2022

*Area Manager*

*Penns Grove, NJ*

- Amazon is the world's largest online retailer and a prominent cloud service provider.
- Responsible for leading a team of 50-150 hourly associates in a fast-paced production warehouse environment.
  - Developed, motivated, coached, and built a strong rapport with my direct reports.
  - Recognized by senior leadership & amongst peers as the most engaging manager of the month.
- Created multiple process improvements to improve daily operations while upholding Amazon's safety standards.
- Directed the Pick Department team to fulfill customer satisfaction & business needs.
  - First shift to successfully run 100% to Operation Plan in Pick and >100% for entire Outbound Dept.
- Co-head of Glamazon, one of Amazon's affinity groups.
  - Organized events to support the LGBT community and foster an inclusive & welcoming environment.

### Vic's and Anthony's Steakhouse

May 2017 – November 2017

*Busser*

*Atlantic City, NJ*

- V&A Steakhouse is one of America's top ten steakhouses that provides elegant and intimate fine dining.
- Responsible for providing a clean and pleasant dining experience, with the highest attention to detail.
- Working closely together with staff to provide excellent customer service.
  - Discuss ways to improve customer satisfaction and the plan of action for that day.
  - Constantly communicating during service and what the customer needs.
- Adapting to a highly ambiguous work environment that is constantly changing.
  - Making quick decisions for any issues that may arise to make sure the customer has a great experience.
- Maintain a sanitary working environment.

## EDUCATION

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### Stockton University

May 2020

*BS, Computer Science*

*Galloway, NJ*

- **Relevant Coursework:**
  - Knowledge Discovery and Data Mining (Fall 2019)
    - Implemented data mining concepts and techniques.
  - Database Systems (Spring 2019)
    - Designed and managed databases using SQL.
  - Artificial Intelligence (Spring 2019)
    - Applied algorithms and techniques for artificial intelligence applications.
  - Calculus III (Spring 2019)
    - Enhanced problem solving and logic skills.
  - Data Structures & Algorithms II (Fall 2018)
    - Knowledge of computer algorithms & data structures.
- CARE Community Service Award
- Dean's List; Fall 2015, Spring 2018

## SKILLS & INTERESTS

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- **Skills:** Java, Python, SQL, PHP, HTML, CSS
- **Interests:** Powerlifting; triathlons; fishing; cosplay; building keyboards; photography
- **Portfolio website:** [kaelynnklopez.github.io](https://kaelynnklopez.github.io)

