Kyle Arvin

karvin@asu.edu

Phoenix, AZ 85032   (480) 241-1302

PROFESSIONAL EXPERIENCE

Associate Analyst I

AML RightSource, Phoenix, AZ   July 2022 – Present

- Led my group in case production for two months utilizing that experience to better optimize the production workflow by addressing and relaying possible work inhibitors to management.
- Mentored eight analysts through direct teaching by demonstrating different web based applications.
- Collaborated with the Onboard team for a new client helping to refine the workflow process.
- Utilized customer communication, effective note taking, and a consistent work pace to effectively provide production on behalf of our clients.

Warehouse and Inventory Associate

Walker Bookstore, Tempe, AZ   May 2021 – August 2021

- Commended for leadership when leading late hires in processes that helped improved shipping speed.
- Taught new employees grading procedures in order to advance packing and handling speed.
- Performed all warehouse duties including packing, grading, picking, order processing, and recording.

Inbound Customer Service Representative

PSCU, Phoenix, AZ   May 2020 – September 2020

- Advised with other representatives to create better scripts in order to provide a more receptive service.
- Handled hundreds of calls on a weekly basis toward a variety of consumers on a national scale.
- Learned call software and important customer service skills through on the job learning.
- Utilized multiple software applications in order to fulfill customer needs while maintaining detailed notes to provide assistance.

LEADERSHIP & VOLUNTEER EXPERIENCE

ASU Esports Association   January 2019 – May 2022

- Created and organized different events for both the club internally and for the general student body.

Gamma Iota Sigma Kappa Chapter   January 2021 – May 2022

- Participated in weekly meetings as well as social and community service events.

EDUCATION

W. P. Carey School of Business, Arizona State University, Tempe, AZ   May 2022

Bachelor of Science, Economics

- Awards: McCord Scholar, New American University Scholarship, Cum Laude

ADDITIONAL SKILLS

Skills: Advanced Excel, Python, Tableau, Verint, HTML, SQL