LUKE COLVIN

Dedicated Computer Science student with a specialized focus in software development, currently pursuing studies at Olivet Nazarene University. Equipped with a dynamic blend of academic knowledge and practical experience, including a successful tenure as a Problem Solver at Amazon for two years. Proven ability to tackle complex challenges and develop innovative solutions. Demonstrated commitment to personal and professional growth as evidenced by a year-long role as a Learning Ambassador at Amazon. Adept at collaborating within diverse teams and leveraging technical expertise to drive impactful outcomes.

PROFESSIONAL HISTORY

Fulfillment Associate-Amazon – Chattanooga, TN (July 2021-April 2023)

Learning Ambassador (November 2021– April 2023)
- Supervised the training of customer returns associates and ensured their understanding of the process, evaluated their performance while driving standard work in the areas of safety, quality, and productivity.
- Provided coaching on standard procedures and safety policies.

Amazon Appeals Panelist
- Participated in the Amazon appeals panel process.

Inbound Stow Problem Solve (July 2021–Dec 2022)
- 1+ year of experience working with computers and Microsoft Office (Outlook, Word, Excel)
- Inspected and maintained quality of items stowed by quickly and effectively solving any issues associates had.
- Trained and shadowed new problem solvers.

EDUCATION

Bachelor of Science: Software Development – Olivet Nazarene University Class of 2027
General Education Development Diploma - 2021