# Kevin Sclafani

**Buford, GA 30519** │ **770-561-8423** │ **ksclafani@quietghost.dev**

**Portfolio:** https://quietghost.dev │ **GitHub:** https://github.com/quiet-ghost │ **LinkedIn:** www.linkedin.com/in/ksclafani/

## Professional Summary

Results-driven professional with 10+ years of progressive experience in operations management, team leadership, and technical problem-solving. Proven track record of optimizing processes, managing teams of up to 100 employees, and implementing systems to improve operational efficiency. Strong technical aptitude with experience troubleshooting software systems, managing inventory databases, and coordinating multimedia technology. Currently pursuing Computer Programming degree to expand technical knowledge and capabilities. Seeking IT Support, Technical Coordinator, or Operations role where I can leverage leadership experience, technical skills, and commitment to continuous improvement.

## Professional Skills

**Leadership & Management:** Team supervision, Staff training & development, Performance management, Task delegation, Process improvement, Workflow optimization

**Technical Proficiencies:** Microsoft Office Suite (Word, Excel, PowerPoint, Publisher), Database management systems, Inventory management software, Point of Sale systems, Live streaming platforms (OBS, Pro Presenter), Google Workspace, Office365

**IT & Troubleshooting:** System troubleshooting, Network/ISP issue resolution, Software application support, Technical training, Hardware/software setup, End-user support

**Core Competencies:** Problem-solving, Customer service, Data entry & management, Communication, Attention to detail, Multi-tasking, Independent work, High-pressure situations

**Programming Knowledge:** Foundational coursework in Java, Python, SQL, HTML, CSS, JavaScript

## Professional Experience

**Fulfillment Supervisor** │ Sports Warehouse, LLC │ Alpharetta, GA │ Jan 2022 - Present - Lead and supervise teams of up to 100 employees across multiple warehouse operations - Developed web-based tool to streamline workflow processes, improving team efficiency and productivity - Design and implement new operational procedures for system upgrades and software integrations - Execute daily fulfillment operations managing customer order validation and inventory across multiple warehouses - Provide technical troubleshooting and hands-on training for warehouse management software and internal systems - Collaborate with cross-functional teams to resolve inventory discrepancies and optimize order processing - Assist management with employee performance reviews and provide ongoing feedback - Prioritize and manage multiple high-volume tasks in fast-paced environment

**Receiver** │ Sports Warehouse, LLC │ Alpharetta, GA │ Aug 2021 - Dec 2022 - Processed all inbound ground and freight shipments with high accuracy and attention to detail - Operated proprietary warehouse software and Office365 applications daily with consistent accuracy - Scheduled, documented, and communicated deliveries and return authorizations to vendors - Communicated purchase order discrepancies to buyers, fulfillment teams, and stakeholders in timely manner - Worked independently

with minimal supervision, effectively prioritizing tasks in dynamic environment - Maintained detailed records and documentation for inventory tracking and reporting

**Lead Multimedia/Live Stream Coordinator** │ Journey Church Buford │ Buford, GA │ Jan 2006 - Dec 2022 - Managed comprehensive multimedia and live streaming operations for in-person and online audiences - Operated Pro Presenter, OBS, and various multimedia software applications for weekly services - Provided technical support and troubleshooting for software, networking (ISP-related), and multimedia systems - Coordinated with church leadership using Google Drive to ensure all technical needs were met for services - Maintained and organized multiple social media platforms including YouTube and Facebook - Trained volunteers on proper equipment operation and software systems - Resolved technical issues quickly to minimize disruption to live events

**Supply Chain Tech Lead** │ Northside Forsyth Hospital │ Cumming, GA │ Jan 2016 - Aug 2021 - Managed large-scale hospital inventory operations and supply chain logistics - Supervised and directed teams of up to 13 employees, ensuring timely completion of critical tasks - Placed daily orders to fulfill warehouse stock and maintain optimal inventory levels - Developed and implemented new procedures to optimize materials movement and reduce labor costs - Operated computer systems and handheld scanners for order management, tracking, and package distribution - Coordinated efficient storage strategies to maximize space utilization and workflow - Trained new employees on hospital policies, procedures, and inventory management systems - Communicated with vendors to coordinate product returns, shipments, and resolve discrepancies

**Retail Sales Consultant** │ Prime Communications (AT&T Retailer) │ Kennesaw, GA │ Apr 2014 - Dec 2015 - Operated Point of Sale systems with accuracy for sales transactions and cash handling - Supervised team members and contributed to exceeding monthly sales goals - Provided excellent customer service and conducted follow-up calls to ensure satisfaction - Managed end-of-day closing procedures including deposits and reconciliation - Maintained product inventory and merchandising standards

## Education

**Associate of Applied Science in Computer Programming** │ Expected August 2027
*Gwinnett Technical College* │ Lawrenceville, GA

**Relevant Coursework:** Java Programming I & II, Python Programming, SQL Database Management, Web Development (HTML/CSS), Programming Logic & Design

**Certifications:** - Complete Python Developer Certification (Zero to Mastery, 2025) - Amazon Introduction to Software Development (Coursera, 2025)

## Technical Initiatives

**Workplace Productivity Tool** - Built web application using Next.js and React to streamline operations at Sports Warehouse, now actively used by team to improve daily workflow efficiency.

**Developer Workflow Tools** - Created command-line session manager and Neovim plugin for personal productivity, published to npm registry demonstrating self-directed learning and problem-solving abilities.

# Additional Information

**Currently Available For:** IT Support, Technical Coordinator, Help Desk, Operations roles, remore or in-office
**References:** Available upon request