GitHub
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Sawandi Kirby

Customer service and logistics professional with over 5 years of experience in fast-paced environments, delivering exceptional service and ensuring operational efficiency. Proven track record in optimizing logistics processes, managing inventory, and analyzing supply chain data to improve efficiency and reduce costs. Skilled in using data analytics tools (SQL, R, Python) and supply chain management platforms to drive decision-making. Certified in Supply Chain Management and Google Data Analytics, with a strong foundation in logistics, operations, and procurement. Seeking to leverage my analytical and problem-solving skills in a Supply Chain Analyst role.

EDUCATION

Florida Atlantic University, Boca Raton, FL -

Bachelor of Psychology (Aug 2008 – May 2011)

Miami Dade College, Miami, FL —

Psychology (Aug 2012 – May 2014)

EXPERIENCE

Walmart, Thomasville, NC – *Stock 1 Associate*
(September 2024 – Active)

- Managed inventory levels and ensured accurate stock replenishment, reducing out-of-stock instances by 15%.
- Collaborated with supply chain and logistics teams to optimize product flow and minimize delivery delays.
- Utilized inventory management systems to track stock levels, analyze trends, and forecast demand, improving inventory accuracy by 20%.
- Conducted regular audits of stock levels and resolved discrepancies, ensuring compliance with company standards.
- Supported the implementation of a new inventory tracking system, enhancing operational efficiency and reducing manual errors.

United Parcel Service, Brooklyn, NY – *Operations Associate*
(April 2017 – August 2024)

- Confirmed packages were loaded into correct trucks and set up truck scanners, ensuring accurate deliveries. Implemented a new system for tracking packages which reduced loading errors by 10%.
- Acquired bulk cart license and operated vehicles for overweight packages improving efficiency in handling heavy shipments. Maintained a perfect safety record while operating vehicles for overweight packages, contributing to a safer work environment.
- Learned and grew in a fast-paced environment, enhancing adaptability and problem solving skills. Trained 5 new associates on proper loading procedures and scanner setup, ensuring a smooth onboarding process.

Best Buy, Miami, FL – *Post Purchase Support*
(Sept 2015 – May 2016)

- Resolved account, troubleshooting, and billing questions remotely, improving customer satisfaction. Achieved a 95% customer satisfaction rate by addressing issues efficiently and effectively.
- Used advanced computer systems, including Microsoft Azure and Power BI, for multitasking and note-taking, enhancing accuracy in customer support operations. Resolved over 200 complex billing and troubleshooting cases, showcasing strong problem-solving abilities.

Whole Foods Market, Miami, FL – *Cashier / Produce Team*
(Oct 2011 – June 2015)

- Provided excellent customer service, maintaining department standards, resulting in high customer satisfaction. Developed strong relationships with regular customers, increasing repeat business in the produce department by 15%.
- Managed inventory, checked invoices, cooler temperatures and communicated with buyers to ensure accurate stock levels and timely replacement. Improved inventory accuracy by implementing a new tracking system, reducing discrepancies and food waste by 25%.
- Ensured excellent customer service and performed advanced calculations leading to efficient transaction processing and customer satisfaction. Introduced on floor sampling of in season and on sale items, increasing sales by 10 %.
- Memorized produce codes and provided a positive transaction experience demonstrating checkout efficiency and customer satisfaction. Maintained under $5.00 difference in till monthly.

SKILLS

Technical Skills:

- Supply Chain Management (Logistics, Operations, Procurement, Inventory Control), Data Analysis (SQL, R, Python, Power BI, Microsoft Excel), Vendor Management & Procurement, Transportation & Logistics Coordination, Inventory Management & Demand Planning, Microsoft Office Suite (Excel, Word, PowerPoint), ERP Systems (Oracle preferred), Data Visualization & Reporting

Soft Skills:

- Problem-Solving & Critical Thinking, Communication & Collaboration, Time Management & Prioritization, Customer Service Excellence, Attention to Detail & Accuracy, Adaptability in Fast-Paced Environments

CERTIFICATIONS

Supply Chain Management- Rutgers Business School

(Mar 2025- No Expiration)

The Supply Chain Management Specialization focuses on the network of firms that are linked in today's global economy. This introductory specialization covers the tools, techniques and best practices employed by today's leading companies to succeed in the marketplace. The learner mastered the fundamentals in Logistics, Operations, Planning, and Sourcing, followed by a capstone course in Supply Chain Management Strategy.

Career Success- University of California, Irvine

(Dec 2024- No Expiration)

In this Specialization, learners developed and honed essential skills for today's dynamic workforce, including the fundamentals of finance, basic data analysis, project management, and business writing. The Specialization also focused on softer skills such as communication techniques, negotiation skills, leading people, and effective problem-solving.

Introduction to Business- University of California, Irvine

(Nov 2024- No Expiration)

Management and strategic planning, digital marketing, and finance that will support them in a business operations role. People management, leadership development, strategic planning, search engine strategies, reputation management, content creation, common financial statements, cash flow, and expense management.

Google Data Analytics -   Coursera Professional Certificate

(Oct 2023 – No Expiration)

In-depth understanding of data analysis practices and processes using SQL, R, Python.Proficient in data visualization platforms.

PROJECT PORTFOLIO

SQL Queries:

GitHub Repository - SQL-Code

https://github.com/visualkirby/SQL-Code

Supply Chain:

GitHub Repository - Supply-Chain-Portforlio

https://github.com/visualkirby/Supply-Chain-Portforlio

R Programming Case Studies:

GitHub Repository - Case_Studies

https://github.com/visualkirby/Case_Studies

ETL (Extract, Transform & Load) Project:

GitHub Repository - Basketball_Data

https://github.com/visualkirby/Basketball_Data

My Dream Job: by Region, Industry & Company:

GitHub Repository - My-Dream-Job

https://github.com/visualkirby/My-Dream-Job