

KYLE SOUTHER

(208) 691-3426

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www.kylesoutherartist.com

Personal Summary

With a passion for creative and resourceful problem solving and goal oriented action in mind, I have a proven record of achievement and performance. Utilizing positive communication skills, openness, and professionalism, I am able to work with clients and team members with ease. Consistently dependable and thorough when working within deadlines and balancing multiple projects at a time. Well versed in multiple operating systems, office and document related tools, as well as creative software.

Software

HTML + CSS – BootStrap

Adobe Creative Suite - Photoshop, Illustrator, After Effects, Flash

Microsoft Office, Excel - Vlookup, Macros, Pivot tables, Formulas

Google - G-Mail, Google Docs, Chrome

Work Experience

DragonSong Forge

Apr 2013 – May 2015

Sales & Public Relations

- Worked on site at large comic book conventions, NYC Comic Con, Salt Lake City Comic Con
- Assisted with managing inventory, setting up retail space, and coaching product specialists on sales and customer service skills.
- Maintained professionalism and efficiency with upwards of 100,000 potential customer contacts daily, while maintaining safety and security standards, including checking of IDs.

Rylem @ Amazon.com

Oct 2014 – Jan 2015

Product Compliance – Hazmat Investigation

- Assisted team in reducing pending Hazmat related communication queue from over 1,500 to ~0 issues.
- Implemented Hazardous Materials policy with global outreach, correct item classification, and performance metrics.
- Received “crash course” in International Hazardous Materials safety regulations (DOT-49 CFR, IATA, ADR).
- Organized numerous daily communications and reports, monitored ongoing resolutions.

Rylem @ Amazon.com

Jul 2014 – Oct 2014

RPI-Ops

- Analyzed daily reports for remote team support and nationwide FBA Fulfillment center inventory adjustments.
- Assisted with creation of metrics and Quality Control workflow for new international teams.
- Used internal database resources to resolve receiving errors with querying tools such as; Mozilla Firefox plug-ins, and Excel.
- Promoted pro-active communication and skill sharing across multiple teams.

Rylem @ Amazon.com

May 2014 – Jul 2014

MRI – New Seller Vetting

- Resolved contacts between multiple departments regarding verification/activation of new Amazon sellers.
- Trained on product Counterfeiting, Trademark Infringement, and Fraudulent Behavior Recognition
- Communicated with mostly Chinese (PRC) merchants who were attempting to build businesses and bring their product lines to the global Amazon.com marketplace.
- Assisted with short term projects with fast turn-around.

Rylem @ Amazon.com

Oct 2013 – Jan 2014

RPI-Ops

- Performed inter-company communications to support Fulfillment By Amazon in warehouses nationwide.
- Resolved errors with high and low volume items using a proprietary automated receiving system, meeting project goals.
- Used internal database resources to resolve receiving errors with querying tools such as; Mozilla Firefox plug-ins, and Excel.
- Authored workflow for long term projects, and communicated approved workflow to team-members and supervised progress.

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Lionbridge @ Samsung

Apr 2013 – Aug 2013

Tester Level I

- Recorded data of test results for Samsung smart phone applications, particularly voice recognition and speech to text and utilized Microsoft Office products to record, comment, and post test results.
- Assisted with initial project establishment, developing workflows, and writing Excel macros to boost productivity.
- Worked with partners of various cultural and language backgrounds to create team cohesion and maximize testing speed and accuracy.

Randstad @ Google

Visual Data Specialist

Feb 2012 – Feb 2013

- Created and edited mapping information across multiple databases according to set policy, using a GIS program.
- Consistently met and exceeded productivity and quality targets, by nearly 200% on some projects.
- Promoted to Quality Control and then Special Projects in my first 3 months.
- Provided Photoshop graphic design skills to assist with Map Maker user tutorial videos.

Starbuck's Coffee

Barista

Oct 2008- Sep 2010

- Provided excellent customer service in one of the busiest Starbucks in North America.
- Worked with partners, customers, and management to increase customer satisfaction from 42% to 87% in my first 6 months.
- Assisted with launch of various retail and food product lines.

The Art Institute of Seattle

Photoshop Tutor

Feb 2008-Nov 2008

- Provided one-on-one instruction in AIS computer labs for students with various skill levels.
- Assisted students with approach to design, illustration tools, and software techniques.

Coldwater Creek

Oct 2006-Jan 2007

Customer Service Representative

- Received orders, complaints, questions, and concerns from dedicated Coldwater Creek customers.
- Tracked product availability, order status, returns and store requests.
- Organized contact info, tracked customer issue resolution daily

Hot Rod Café

Aug 2004-Feb 2006

Server – Team Leader

- Consistent sales performance while providing stellar customer service in a fast paced family environment.
- Served banquets, parties, and outdoor summer events.
- Assisted Bartenders; received several wine training classes; emphasis on Washington wines.

Education

The Art Institute of Seattle

BFA Media Arts/Animation - Dean's List
Web Design, 3D Modeling, Drawing,
Materials and Lighting, Character Animation,

Aug 2007 - Sep 2010

North Idaho College

AA General Studies

Sep 2001 - Apr 2004

Coeur d' Alene High School

Diploma – Honors Junior English
A+ Certification Training – Riverbend Academy
PC Tech

Sep 1997 – May 2001