



CONTACT

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www.camille-watkins.com

AREA OF EXPERTISE

- Problem Solving & Root Cause Analysis
- Time Management & Prioritization
- Communication & Collaboration
- Data Management & Quality Control
- Inventory Auditing & Compliance
- Microsoft Office Suite (Outlook, Excel, Word)
- Information Technology & Troubleshooting
- Customer Service & Client Relations
- Agile & Scrum Practices

REFERENCES

Will be available on demand.

CAMILLE WATKINS

PROFILE SUMMARY

Highly motivated logistics professional with over 3 years of experience in operations, inventory management, and customer service in fast-paced environments. Adept at utilizing data for root cause analysis, ensuring compliance in transportation processes, and driving solutions to logistical challenges. Strong technical proficiency with a focus on optimizing freight movement and cargo integrity. Proven ability to communicate effectively with stakeholders, carriers, and partners to enhance operational efficiency.

PROFESSIONAL EXPERIENCE

AMAZON INC. | FULFILLMENT CENTER (FC) ASSOCIATE

Dec 2022 - Present

- Manage inventory flow, including receiving and putting away stock while ensuring accuracy and timeliness.
- Troubleshoot operational disruptions and ensure compliance with safety and quality standards.
- Direct outbound logistics, coordinating with delivery partners to maintain schedule adherence.
- Perform inventory audits and contribute to overall fulfillment production goals.

CHARLES SCHWAB | FINANCIAL SERVICES REPRESENTATIVE

Apr 2021 - Nov 2022

- Delivered exceptional service via phone and chat, solving complex client account issues.
- Educated clients on investment tools and guided them through online trading platforms.
- Collaborated with cross-functional teams to optimize client outcomes and improve service delivery.
- Leveraged data to address financial discrepancies and enhance account integrity.

BEST BUY | CUSTOMER SERVICE SPECIALIST

Sep 2019 - Nov 2020

- Assisted customers with technology purchases, advising on product compatibility and warranty options.
- Handled high volumes of in-person and phone customer service interactions, ensuring satisfaction.
- Gained hands-on experience with a variety of technology products, further enhancing problem-solving skills.

LEANDER INDEPENDENT SCHOOL DISTRICT (LISD) | SUMMER IT TECH

Jun 2018 - Sep 2019

- Provided IT support, troubleshooting time-critical issues for district staff.
- Diagnosed and repaired laptops and maintained printers across multiple school campuses.
- Demonstrated a calm, guiding approach in high-pressure situations.

EDUCATION

VISTA RIDGE HIGH SCHOOL DIPLOMA

Graduated : 2018

LICENSING & CERTIFICATIONS

Certified Scrum Product Owner (CSPO) – 2024

In-depth knowledge of Scrum and Agile methodologies, focusing on maximizing customer value and efficiency.

ServiceNow System Administration – 2023

Proficient in customizing and managing ServiceNow applications to improve end-user experience.

Series 7 License – 2021

Licensed to sell various securities products, enhancing understanding of compliance and regulations.

Series 63 License – 2021

Licensed to sell various securities products, enhancing understanding of compliance and regulations.

CORE COMPETENCIES

- Microsoft Office Suite
- Trailer Seal Compliance & Auditing
- Data-Driven Problem Solving
- Communication with Carriers & Stakeholders
- Operational Troubleshooting
- Inventory Management Systems
- ServiceNow

REFERENCES

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