

OKEITH PERCY

www.percyus.com

PROFILE

Passionate, energetic Computer Scientist with three years of experience creating web applications, databases, video games. Proven ability to increase sales through fantastic customer service as well as implementing exceptional software that ensure quality and positive customer feedback. Acknowledged for the ability to communicate and build relationships with customers in an efficient professional environment.

CONTACT

PHONE:
346-328-9442

LinkedIn:

<https://www.linkedin.com/in/okeithpercy/>

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SOFT SKILLS

- Microsoft Programs [Office, Word, Outlook, Excel, PowerPoint]
- Project Management
- Agile Software Development
- Time Management
- Leadership
- Funnel Building
- Teamwork
- Oral/Written communication
- Problem Solving
- Trouble shooting
- Analytical skills
- Organization
- Adaptability
- Data Entry
- Bilingual [English, Jamaica Patois]

HONORS/AWARDS

HEB

Curbside Operations Manager

- Received 90% positive customer feedback of Net Promoter Score [NPS]
- Recognized by Regional Managers and Unit Directors

TECHNICAL SKILLS

MySQL

REACTJS

C#

JS

HTML/CSS

MERN

PYTHON

PHP

GIT

WORK EXPERIENCE

HEB IS Tech II

JULY 2020–PRESENT

- Oversees and controlled computer hardware and software infrastructure
- Maintained and monitor LAN/WAN hardware; diagnosed and resolved network issues, if needed
- Pioneered new technology
- Worked with store partners in a fast-paced environment to discover any underlying issues or trend with the company's computer equipment through calls

HEB Ecommerce Operations Manager

OCT 2018–JULY 2020

- Oversees daily operations for 30+ employees, sales, order audit, inventory control [Online/InStore] and Customer Service solutions.
- Exceptional Customer Service skills which includes pulling, review NPS, calling customers to recover/recognize partners and Root Cause Analysis for Coaching/Process Improvement
- Pioneered HEB E Commerce including the first to pilot HEB Ecommerce department with Favor
- Coordinate with fellow managers on a daily basis in a fast-paced environment including daily huddles to review Focus areas.

FLOOR AND DECOR Stone Specialist/Sales Associate

APR 2016–SEPT 2017

- Make certain to work in a matter that is consistent with company's safety values
- Provide essential product knowledge on stone products such as Marble, Travertine while following the latest trends
- Identify customer needs and ensure they walk out with a sale or the knowledge to complete the required job
- Use technological equipment to ensure inventory, find customer's products and guarantee a sale
- Answer the telephone and assure customer's needs are satisfied
- Communicate with management team and fellow associates to in order to safeguard customer's complaints or sales.

MACY Sales Associate

AUG 2015–FEB 2016

- Assisted in customer or associates purchases and returns
- Consistently met the sale goals
- Ensured customer requests are communicated properly to management.
- Resolved product issues and customer complaints by determining the problem,

for my ability to lead the department

University of Houston

- Created, with a partner, a functional robot that races around tracks by implementing software and hardware to meet the specific needs
- Lead a team in which we created two video games called Damosieau and Heroes Conquest and placed it on linkedIn
- Proposed a Multimillion Solution to Weatherford and placed it on linkedIn

Floor and Décor

Stone Specialist (2016 – 2017)

- 4-time employee of the month within 7 months of being hired
 - Received an honorary Floor and Décor imprinted sales shirt for a 17-thousand-dollar sale

Houston Community College

Young Entrepreneur Academy (2013 – 2014)

- Co-created and Co-own Tacocap and Tacocap Houston
- Acquired 3 college credits
- Food handler permit

Alief Taylor High School

Engineering (2012 – 2013)

- 2nd place in Regional Engineering and Design
- 3rd place in City Engineering and Design

expediting a solution and then following up to ensure resolution.

SHELL OIL Administrative Assistant

JUNE 2014–AUG 2015

- Adeptly handle administrative matters including travel expenses, planning meetings, composing documents etc.
- Interact professionally with all levels of staff and maintain the highest level of confidentiality
- Quickly learn and master new technology and tasks

EDUCATION

University of Houston

Aug 2015 – Dec 2019

Major(Minor): Computer Science(Supply Chain & Logistics Technology) | 3.2 GPA

Deans List: Fall 2015, Spring 2016, Fall 2018, Spring 2019

Alief Taylor High School

Aug 2011 – Jun 2015

General Education | 3.5 GPA

Presidential Pin Award
