**JOHN BYRD**

12020 N. Gessner Road, Apt. 9203

Houston, Texas 77064

[jbyrd1932@gmail.com](mailto:jbyrd1932@gmail.com)

832-577-6561

**Objective**: To pursue an entry level position counseling, training, and guiding individuals in different aspects of counseling in an education, medical or residential home setting.

**Education:**

*University of Houston Downtown, Houston, Tx -* BS in Interdisciplinary Studies - 2012- 2018

Graduation Date - Summer 2018

*Lone Star Community College, Houston, Tx -* Associate of Arts - 2010-2012

**Related Course Work:**

Cognitive Psychology, Human Behavior 1and 2, Statistics of Psychology, Adult Psychology, Criminal Justice – Prison Systems, and Media and Crime.

**Employment:**

*J.Lodge – Quality Analyst - Work from Home –* February 10, 2019 to Present

Perform quality assurance audits on phone calls, emails, and chats. Review and grade customer contact events for technical accuracy, compliance to policies and procedures, and observable soft skills. Provide measurements to help gauge the customers overall level of satisfaction with the contact event.

*Connect Ministries* – Houston, Texas – January 2018 to Present

Description: Volunteer work, help with research and produce contracts for a non-profit organization that helps under privilege children in a summer program, that includes education, impowering, school supplies, arts and crafts, ethics and morals, trips that children would not be able to go without help because of low income and to help for a better future of positivity.

*Pit Stop – State Inspector* – Houston Texas – March 2001 – June 2004

Description: Performed state inspections on motor vehicles, serviced vehicles from transmission work, oil changes and tire checks.

*Randall’s Flagship – Overnight Stocker* – Houston, Texas – March 1999 to February 2000

Description: Label, stock and inventory department merchandise; Report product ordering/shipping discrepancies to the department manager; Stay current with present, future, seasonal and special ads. Assist with breaking down loads and stocking assigned sections. Ensure product is stocked quickly and efficiently to ensure product quality. Keep refrigerated coolers, store shelves, and other displays fully stocked and conditioned at all times according to tag allocation or department standards.

*Kroger’s* Overnight *Stocker* – Houston, Texas – February 1998 to February 1999

Description: Label, stock and inventory department merchandise; Report product ordering/shipping discrepancies to the department manager; Stay current with present, future, seasonal and special ads. Assist with breaking down loads and stocking assigned sections. Ensure product is stocked quickly and efficiently to ensure product quality. Keep refrigerated coolers, store shelves, and other displays fully stocked and conditioned at all times according to tag allocation or department standards.

*(UPS)* United Parcel Service – Sorter – Houston, Texas - January 1997 to January 1998

Description: My duties as a package handler included but not limited to sorting packages by zip codes and address to be delivered to different locations, lifting and moving packages that typically weigh between 25 and 75 pounds. Operated package-handling machines and equipment in a warehouse setting.

**Honors:**

Awarded 1,000 scholarship from Lone Star Community College

**References:**

Available upon request