

# AUSTIN LABSON

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*Areas of Focus: Project Management*

## QUALIFICATIONS PROFILE

Multifaceted, resourceful and results-oriented professional leader with extensive experience in executive support, project management, and operational leadership. Adept at working with high-level executives and supporting the CEO of a startup, with a strong background in supply chain logistics, e-commerce, and media content development. Recognized for exceptional work ethic, effective communication skills, and the ability to manage multiple tasks in fast-paced, demanding environments. Demonstrated proficiency in Google Workspace, Microsoft Office Suite (Word, Excel, PowerPoint), Adobe Creative Suite (Photoshop, Lightroom, Premiere, Illustrator), and SAP software, with a typing speed of 50 WPM. Proven ability to thrive under pressure while delivering high-quality results and driving organizational success.

## EDUCATION

**Bachelor of Arts in Communication Studies, Minor in Business (Aug 2012 – May 2018)**

San Jose State University, San Jose, CA

## WORK CHRONOLOGY

MILESTONE TECHNOLOGIES, INC. (ON-SITE META) ▪ NEWARK, CA

**Global Product Security Supply Chain Solutions Project Specialist**

**Aug 2022 – Present**

Support Meta in project management and planning for transportation of high level security prototypes throughout the West Coast region and help build strategic relationships with cross functional partners within the Global Product Security team. Primary support for Assured Destruction Recycling program in implementing and executing all Meta Intellectual Property end of life downstream process. Played an integral role in developing a program workflow that ensures all product and materials are disposed in a secure place and in compliance with the Assured Destructions regulations. Primary contact for collaborations with scrap vendors, contract manufacturing managers and compliance security managers to align with the assured destruction process and help provide security overlays that are needed. Facilitated cross-functional team collaboration, fostering a productive and innovative environment to meet evolving project requirements and maintain team health. Conducted market analysis and usability assessments to refine logistics processes and improve project outcomes for Meta's secure transportation needs. Defined and tracked key performance metrics for secure transportation projects, ensuring alignment with organizational goals and standards. Managed secure transportation and logistics projects, integrating technology solutions to enhance operational efficiency and tracking for high-level security prototypes. Spearheaded innovative logistics solutions for high-security transportation, driving improvements in efficiency and security compliance. Trained with proficiency in using Google Suite, Meta Task tools, Case Connect, Smart Sheets, Excel, Microsoft Suite, and Asana.

EXPEDITORS (ON-SITE GOOGLE) ▪ SUNNYVALE, CA

**Logistics Coordinator**

**Dec 2020 – Aug 2022**

Support Google project managers in expediting, creating and managing order requests shipped to domestic and international Google pop-site locations. Act as the point of contact for Purchase Order reversals and receiving, utilizing Oracle and SAP software for accurate processing. Oversee the transition from Oracle to SAP, implementing IT solutions to enhance operational efficiency and order accuracy. Coordinate with spares and packaging teams to handle consumable requests, ensuring timely delivery and effective site access. Provide consistent updates to Google customers, monitoring request tickets and managing delivery access. Support the development and implementation of improved order management processes, aligning strategies with organizational goals. Maintain exceptional communication with Google vendors, shipping carriers, and internal team members using Google Workspace apps.

VITRODX INCORPORATED ▪ FREMONT, CA

**Account Service Specialist**

**Sep 2018 – Apr 2020**

Support the CEO in building long-term customer relationships, overseeing purchasing controls, and developing the company website design. Provide exceptional customer service, handling inquiries through email, phone, and in-person interactions. Plan and coordinate multiple trade show exhibitions, ensuring satisfaction for both internal and external customers. Implement design consultation and marketing strategies for trade show content and booth layout, contributing to successful event presentations. Set up showrooms by decorating, building, and creating trade show photo binders, enhancing the company's visibility and presentation. Travel extensively across various locations, including San Diego, CA, and Washington, D.C., to support trade show activities and conventions. Support new product launches by taking and editing product photos using Adobe Creative Suite, ensuring high-quality visuals. Assist with administrative tasks such as managing office inventory, organizing mail, preparing meeting agendas, and creating various documents including work instructions, invoices, purchase orders, packing lists, website templates, catalogs, and business cards.

ENTERPRISE HOLDINGS: ALAMO AND NATIONAL CAR RENTAL ▪ SAN JOSE, CA

**Part-time Customer Service Greeter and Return Agent**

**Jun 2015 – Jul 2018**

Greeted customers picking up and returning rental cars, providing a positive and professional experience from start to finish. Reviewed rental charges with customers, addressed and resolved billing issues using the Odyssey software program, ensuring accurate and transparent transactions. Conducted inquiries regarding service satisfaction, documented customer feedback, and addressed any dissatisfaction to enhance overall customer experience. Flagged service alerts for mechanical issues with rental cars, and filed detailed damage reports to ensure timely maintenance and repair. Assisted in managing rental car inventory, organized the car lot efficiently, and provided customers with information about available vehicles and their features. Maintained a high standard of customer service by proactively identifying and addressing customer needs and concerns.

## TRAINING/CERTIFICATION

Milestone Leadership Development Program Graduate, Milestone Technologies, 2023-2024

Google Unified Ticket System, Google Inc., 2021-2022

SAP Purchase Order Reversal and Receiving, SAP, 2021-2022

Oracle Purchase Order Reversal and Receiving, Oracle, 2021