

## Optimized Resume

### Contact Information

Japaul Okoro

Garland, TX 75040

okorojapaul@gmail.com

+1 903 944 0308

### Professional Summary

Dynamic and results-driven retail professional with extensive experience in customer service, operations, and team leadership across diverse environments. Proven ability to enhance customer satisfaction, drive sales, and ensure operational efficiency. Recognized for strong communication skills, problem-solving abilities, and a commitment to maintaining high standards of service. Currently pursuing a certification in cybersecurity to further expand my skill set and career opportunities.

### Work Experience

Work Experience

Line Worker/Lead

Wayne-Sanderson Farms-Tyler, TX

Customer Service Team Lead

Wayne-Sanderson Farms, Tyler, TX

## **Optimized Resume**

September 2023 - July 2024

- Supervised production team members, ensuring adherence to safety protocols and quality standards.
- Provided feedback and training to enhance team performance and foster a positive work environment.
- Managed daily operations including order processing and inventory control, ensuring timely and accurate deliveries.

Front Desk Associate

Planet Fitness, Tyler, TX

October 2022 - May 2023

- Delivered exceptional customer service by greeting members and managing inquiries, fostering a welcoming atmosphere.
- Processed memberships, promotions, and maintained organized front desk operations.
- Trained new staff on customer service protocols and front desk procedures, improving overall efficiency.

Sales Associate

The Home Depot, Plano, TX

September 2021 - August 2022

- Assisted customers in the paint department, providing expert product knowledge and personalized service.
- Achieved sales targets through effective upselling and maintaining strong customer relationships.
- Ensured a clean and organized shopping environment, enhancing customer experience.

## Optimized Resume

### Forklift Operator

H&M Bay Inc., Garland, TX

September 2020 - May 2021

- Operated forklifts to efficiently load and unload trailers, ensuring accurate inventory management.
- Collaborated with the warehouse team to optimize storage and maintain safety protocols.

### Packer

Calavo Growers Inc., Garland, TX

July 2020 - November 2020

- Inspected and packed orders for shipment, maintaining high standards of quality control.

## Education

### Education

Certification in Cyber Security

Coursera - Remote

December 2024 to Present

- Network Security: Knowledge of firewalls, VPNs, and secure configurations.

## Optimized Resume

- Risk Assessment: Identifying vulnerabilities and implementing mitigation strategies.
- Incident Handling: Analyzing threats and executing response procedures.
- Operating Systems: Proficient in Linux and Windows security configurations.
- Analytical Thinking: Ability to assess and resolve security challenges efficiently.
- Time Management: Effectively managing tasks to meet security deadlines.

### Cyber Security Projects

- Network Security Simulation: Analyzed network architectures and protocols, configured firewalls, and monitored traffic using Wireshark.
- Linux and Windows Security Setup: Implemented user access controls, hardened configurations, and ensured data protection.
- Incident Response Plan: Designed a response framework for phishing attacks, following NIST guidelines, with actionable recommendations.
- Risk Assessment: Evaluated potential vulnerabilities, created a risk matrix, and proposed mitigation strategies

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### Certifications in Machine Tools and Safety

Richland Community College Richland Community College - Garland, TX

August 2015 to July 2016

- Forklift Certification
- OSHA 10 Certification
- AutoCAD
- Machine tools

High School Diploma

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Memorial pathway academy - Garland, TX

May 2013

### Skills

- Shipping & Receiving
- Organizational skills
- Inventory Control
- Load & Unload
- English
- Order Picking
- Packaging
- Forklift
- RF scanner
- Time management
- Sales
- Warehouse Experience
- Materials Handling
- Leadership
- Communication skills
- Pallet Jack

### Certifications and Licenses

## Optimized Resume

Forklift Certification

Driver's License

Certification in Cybersecurity

Coursera - Remote

December 2024 - Present

- Focus on network security, risk assessment, and incident handling.

Certifications in Machine Tools and Safety

Richland Community College, Garland, TX

August 2015 - July 2016

- Forklift Certification, OSHA 10 Certification, AutoCAD, Machine Tools

High School Diploma

Memorial Pathway Academy, Garland, TX

May 2013

## Skills

- Customer Service Excellence

- Team Leadership & Training

- Sales & Upselling Techniques

- Inventory Management

## **Optimized Resume**

- Operational Efficiency
- Communication (Bilingual: English & Spanish)
- Time Management
- Forklift Operation
- Problem Solving
- Retail Operations

## **Certifications and Licenses**

- Forklift Certification
- Driver's License

This structured resume highlights relevant experience and skills that align with the Retail Service Specialist position. The focus on customer service, team leadership, and operational efficiency matches the job description effectively.