

Japaul Okoro

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Professional Summary

Dedicated and versatile professional with a strong foundation in customer service and food service operations, gained through roles at Waffle House, KFC, Halal Guys, and Popeyes. Skilled in maintaining a fast-paced environment, ensuring customer satisfaction, and adhering to high standards of quality and safety. More recently, honed leadership and time management skills in a production setting at Wayne Sanderson Farms, and further developed expertise in customer relations through roles at Home Depot and Planet Fitness. Known for excellent communication, quick problem-solving, and the ability to adapt and excel in diverse industries. Currently pursuing professional development in cybersecurity to expand career opportunities.

Work Experience

Line Worker/Lead

Wayne-Sanderson Farms-Tyler, TX

September 2023 to July 2024

Inspect and package chicken tenders assuring it's clean, boneless and not inedible. Manage the team

assuring everyone is on task following safety protocols, checking and packaging meat properly, makes

sure tray counts are correct for each order, troubleshoot machinery when necessary.

- Monitored team performance and provided regular feedback to drive continuous improvement
- Successfully managed multiple projects simultaneously, ensuring timely delivery within budget constraints
- Resolved conflicts within the team by facilitating open dialogue and promoting a positive work environment

- Identified skill gaps within the team and coordinated training sessions to enhance overall capabilities

Front Desk

Planet Fitness-Tyler, TX
October 2022 to May 2023

Meet and greet members keeping the flow and energy up at the front desk as they check in and out of

the judgment free zone, give tours to potential members, as well as sell membership, stay up to date on

promotions, keep gym area organized and safe for members

- Greeted and checked in guests, ensuring a positive first impression and providing exceptional customer service

- Maintained an organized front desk area, including managing visitor logbooks and issuing visitor badges

- Assisted with guest inquiries, resolving issues promptly and efficiently to ensure guest satisfaction

- Handled cash transactions accurately and securely, reconciling daily sales reports with minimal discrepancies

- Trained new front desk personnel on standard operating procedures and customer service protocols

Sales Associate

The Home Depot-Plano, TX
September 2021 to August 2022

Sales associate of the paint department. Greet customers make them feel at home. Be aware and able to

take orders mix paints have an understanding of product knowledge to better assist customers looking to

complete diy projects be able to communicate and assist customers with product placement throughout

department and or store and last but not least keep a clean work area Safety first.

- Built and maintained strong relationships with customers, resulting in a high rate of repeat business

and referrals

- Provided exceptional customer service, resolving inquiries and complaints promptly to ensure customer satisfaction

- Participated in regular training sessions to stay updated on product features, industry trends, and sales

techniques

- Maintained a clean and organized work environment to enhance the shopping experience for customers
- Contributed to the achievement of store goals by actively upselling products and suggesting complementary items

Forklift Operator

H&M Bay Inc.-Garland, TX
September 2020 to May 2021

Cold and dry storage facility. Load and unload trailers of various frozen and or dry goods to be briefly stored and distributed throughout the US. As well as load and unload frozen goods in and out of freezer

and maintain labels location and count of all stored and shipped product

- Operated forklift to safely and efficiently move materials, products, and equipment
- Loaded and unloaded trucks, ensuring proper placement of items to prevent damage
- Performed routine maintenance on forklifts, including inspections and minor repairs
- Maintained accurate inventory records by properly documenting incoming and outgoing shipments
- Collaborated with warehouse team to organize storage areas for optimal efficiency
- Adhered to safety protocols at all times to prevent accidents or injuries in the workplace

Packer

Calavo Growers Inc-Garland, TX
July 2020 to November 2020

Simply inspect package and label boxes of avocado's to be shipped

- Efficiently picked and packed customer orders according to order specifications
- Maintained a high level of accuracy in picking and packing items, ensuring correct products are shipped to customers

• Closely inspected items for quality control before packaging, ensuring only defect-free products are sent out

• Collaborated with team members to meet daily production goals and ensure timely order fulfillment

• Operated material handling equipment such as forklifts or pallet jacks to move goods within the Warehouse

Cook

Popeye's Restaurants-Garland, TX
February 2019 to November 2019

- Followed recipes and portion control guidelines to consistently deliver delicious meals

- Managed food inventory, minimizing waste and optimizing cost efficiency
- Collaborated with kitchen staff to coordinate meal preparation and ensure timely service
- Maintained a clean and organized work area, adhering to sanitation regulations
- Trained new cooks on proper cooking techniques, safety procedures, and menu items

Cook

The Halal Guys-Dallas, TX

August 2017 to May 2018

- Prepared and cooked a variety of dishes, ensuring high quality and presentation standards
- Managed food inventory, minimizing waste and optimizing cost efficiency
- Maintained a clean and organized work area, adhering to sanitation regulations
- Ensured compliance with health codes and regulations during food handling, storage, and preparation stages
- Managed multiple orders simultaneously during peak hours while maintaining accuracy
- Conducted regular inspections of equipment to identify maintenance needs or potential hazards

Cook

KFC-Garland, TX

January 2017 to September 2017

- Followed recipes and portion control guidelines to consistently deliver delicious meals
- Managed food inventory, minimizing waste and optimizing cost efficiency
- Collaborated with kitchen staff to coordinate meal preparation and ensure timely service
- Maintained a clean and organized work area, adhering to sanitation regulations
- Trained new cooks on proper cooking techniques, safety procedures, and menu items
- Implemented time-saving strategies in food preparation processes without compromising quality standards
- Ensured compliance with health codes and regulations during food handling, storage, and preparation Stages

Server

Waffle House-Garland, TX

February 2016 to November 2016

- Showcased daily breakfast, lunch, and dinner features, detailing key cuisine elements and recommended wine and spirit pairings
- Demonstrated exceptional multitasking skills during peak hours, accurately managing 2-4 tables
- Collaborated with kitchen staff to ensure timely delivery of food orders to customers

- Provided recommendations on menu items based on customer preferences and dietary restrictions
- Maintained cleanliness of dining area by promptly clearing tables, sanitizing surfaces, and restocking supplies as needed
- Handled cash transactions accurately using POS system while maintaining a balanced cash drawer at the end of each shift
- Adhered to all food safety regulations to ensure the health and well-being of customers
- Communicated effectively with team members to coordinate table assignments for efficient seating arrangements
- Resolved customer complaints or concerns promptly and professionally to ensure a positive dining experience

Education

Certification in Cyber Security

Coursera - Remote

December 2024 to Present

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

Forklift Certification
Driver's License