

Kevin Barone

Computer Science

Address Jackson, MS 39211

Phone (769) 895-4540

E-mail kevinbarone459@gmail.com

Top-notch customer service member, and sales associate with solid background in evaluating and inspecting wide range of industrial products. Offers strong understanding of industry standards and regulations. Collaborative and committed to accurate and efficient work. High-performing professional with extensive experience in industry. Skilled in testing, sorting and sampling products with working knowledge of safety codes. Reliable and efficient with equipment and software programs. Resourceful professional eager to utilize analytical and problem-solving skills. Proficient in using testing equipment and software programs with keen eye for precision. Smart and committed to furnishing detailed reports. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Hardworking and passionate job seeker with strong organizational skills eager to secure any tech related position. Ready to help team achieve company goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Skills

Reporting and analysis
Product tests
Google Workspace
Self-Motivated
Attention to Detail
Problem-Solving
Excellent Communication
Teambuilding
Organization and Time Management
Analytical and Critical Thinking
Flexible and Adaptable
Dependable and Responsible
Multitasking Abilities
Full Stack Web Development
Graphic Design
I.T.
I.C.T.
Customer Service
Retail Sales
Associate
Quality

Work History

2023-06 - Current	<div>Quality Team Member <i>Chick Fil A, Flowood, MS</i><ul style="list-style-type: none">• Checked color, shape, texture and grade of products and materials against established templates, charts, and samples.• Utilized quality control software to track and analyze product data.• Assisted in developing inspection and testing protocols.• Recorded inspection and test results on data sheets.• Investigated customer complaints to take necessary corrective actions.• Trained other workers in inspection and testing procedures.• Committed to serving guests and improving myself and others• Followed standard operating procedures for inspections and tests.• Examined products for imperfections and defects.• Used analyzers, multimeters and power supplies to conduct diagnostic procedures.• In process of training to become a training lead• Operated and maintained testing equipment.• Sampled products to verify compliance with standards• Monitored product quality at all stages of production process.• Provided feedback to production team regarding product quality.• Updated quality control records and reports.• Followed safety protocols while handling hazardous materials.• Flexible with people's time along with working in multiple areas</div>
2023-01 - 2024-01	<div>Retail Sales Associate <i>Tuxedo Junction, Ridgeland, MS</i><ul style="list-style-type: none">• Greeted customers and helped with product questions, selections, and purchases.• Stocked merchandise, clearly labeling items, and arranging according to size or color.• Maintained clean sales floor and straightened and faced merchandise.• Used POS system to process sales, returns, online orders, and gift card activations.• Balanced and organized cash register by handling cash, counting change, and storing coupons.• Organized store merchandise racks and displays to promote and maintain visually appealing environments.• Answered questions about store policies and addressed customer concerns.• Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.• Offered each customer top-notch, personal service to boost sales and customer satisfaction.• Helped customers complete purchases, locate items, and join reward programs.• Checked pricing, scanned items, applied discounts, and printed receipts to ring up customers.• Developed professional relationships with customers to increase loyalty, retention and rapport.• Utilized upselling techniques to promote additional products and increase sales.• Trained and supervised new employees to use selling strategies and apply best practices.• Answered customer questions about products and services, helped locate merchandise, and promoted key items.• Prioritized helping customers over completing other routine tasks in store.• Listened to customer needs and desires to identify and recommend optimal products.• Conducted product demonstrations to highlight features and redirect objections to positive aspects.• Recommended complementary purchases to customers, increasing revenue.• Maintained up-to-date knowledge of store sales, payment policies and security standards.• Built customer loyalty and retention by delivering excellent shopping experiences.• Engaged in friendly conversation with customer to better uncover individual needs.• Provided exceptional services and pleasant shopping experiences to retail customers.• Created inviting environment for customers by maintaining store organization and cleanliness.</div>
2022-03 - 2023-03	<div>Repositor <i>Red Penguin Wholesale Ice Cream LLC, Jackson, MS</i><ul style="list-style-type: none">• Applied effective time management techniques to meet tight deadlines.• Demonstrated strong organizational and time management skills while managing multiple projects.• Managed time efficiently in order to complete all tasks within deadlines.• Resolved problems, improved operations and provided exceptional service.• Used critical thinking to break down problems, evaluate solutions and make decisions.• Proven ability to learn quickly and adapt to new situations.• Acted as a team leader in group projects, delegating tasks and providing feedback.• Proved successful working within tight deadlines and a fast-paced environment.• Identified issues, analyzed information and provided solutions to problems.• Provided professional services and support in a dynamic work environment.• Passionate about learning and committed to continual improvement.• Adaptable and proficient in learning new concepts quickly and efficiently.• Demonstrated respect, friendliness and willingness to help wherever needed.• Cultivated interpersonal skills by building positive relationships with others.• Excellent communication skills, both verbal and written.• Worked flexible hours across night, weekend, and holiday shifts.• Worked well in a team setting, providing support and guidance.• Learned and adapted quickly to new technology and software applications.• Inventory checks.• Successful delivery/pick up order of products purchased by customers.</div>
2022-05 - 2023-01	<div>Hospitality Team Member <i>Chick Fil A, Flowood, MS</i><ul style="list-style-type: none">• Answered questions and addressed, resolved, or escalated issues to management personnel to satisfy customers.• Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.• Kept accounts in balance and ran daily reports to verify totals.• Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.• Reported facility and room maintenance problems to appropriate personnel for immediate remediation.• Enforced policies and procedures to increase efficiency.• Introduced customers to resort amenities with pleasant and helpful demeanor.• Developed and maintained positive relationships with guests for satisfaction.• Used quick response and dynamic service skills to build relationships with patrons and improve customer retention rate.• Prepared reports on guest satisfaction levels and other metrics.• Trained new staff members in customer service techniques and operations.</div>
2018-03 - 2021-12	<div>High School Diploma <i>Escuela Educacion Secundario N2 Pablo Pizzurno - Alberti, Buenos Aires. Argentina</i><ul style="list-style-type: none">• Extracurricular Activities: Graphic Design Course• Study Abroad: Argentina</div>
2022-07 - 2023-05	<div>Certification: Full Stack Web Development <i>Mississippi Coding Academies - Jackson, MS</i></div>
2019-09 - 2020-01	<div>Certificate: Graphic Design <i>CAPROF (Capacitaciones Profesionales) - Alberti, Buenos Aires. Argentina</i></div>
2018-03 - 2021-01	<div>Certificate: I.T, I.C.T (Information Communication Technology) <i>Escuela Educacion Secundario N2 Pablo Pizzurno - Alberti, Buenos Aires. Argentina</i></div>

Accomplishments

- Achieved line work along with working with the team to get through effectively, helping with their tasks.
- Resolved product issue through consumer testing.
- Achieved training by completing training new team members with accuracy and efficiency.

Software

Full Stack Web Development
HTML
CSS
Node
SQL
React.js
Graphic Design
Adobe

Languages

Spanish	<div><div></div></div> Excellent
English	<div><div></div></div> Excellent

Interests

Technology
Computer Hardware
Computer Software
Programming