

JERARD AUSTIN JR.

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WWW: <https://github.com/CSCE-JerardA/JC-s-Python-Projects> | WWW: <https://csce-jerarda.github.io/>

Professional Summary

A Retail worker with proven track record in delivering high-quality customer service and maintaining smooth operations. Known for reliability and adaptability in dynamic environments, contributing effectively to team goals. Excels in cash handling, customer interaction, and problem-solving with focus on achieving results. I am planning to showcase my skills and hard work within the field of IT. I know how to work with others to achieve small or large goals.

Soft Skills + Skills

- Time management skills
- Reliability and punctuality
- Linux
- Java
- Determined
- Customer service excellence
- Written and verbal communication
- Python
- HTML
- Cooperative

Work History

Cashier

10/2021 to Current

QuikTrip – Anderson, SC

- Greeted customers entering store and responded promptly to customer needs.
- Welcomed customers and helped determine their needs.
- Worked flexible schedule and extra shifts to meet business needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Restocked and organized merchandise in front lanes.
- Assisted customers with returns, refunds and resolving transaction issues.
- Collaborated with team members to achieve sales targets and maintain a clean, well-stocked store environment.
- Adapted quickly to new technologies implemented at POS systems, ensuring seamless transition periods for both staff and customers.
- Provided backup support for other departments when needed, showcasing versatility within the

retail environment.

Associate

05/2021 to 09/2021

Neighborhood Walmart – Anderson, SC

- Increased customer satisfaction by resolving complex issues and providing exceptional service at all times.
- Developed and implemented strategies to increase customer satisfaction and engagement.
- Streamlined inventory management processes, reducing waste and ensuring optimal stock levels were maintained.
- Established strong relationships with key stakeholders, facilitating effective communication across departments and teams.
- Exceeded sales targets consistently by employing strategic selling techniques and building long-lasting relationships with clients.
- Spearheaded successful marketing campaign, creatively utilizing social media platforms.
- Increased customer satisfaction with thorough product demonstrations and personalized advice.
- Enhanced operational efficiency, implementing new software tools across departments.
- Optimized inventory management to reduce overhead costs, employing advanced forecasting techniques.

Education

Bachelor of Science: Computer Science

Expected in 12/2026

University of South Carolina - Columbia, SC

- Relevant Coursework: Logisim, HTML, Linux & Java
- As of right now I entered USC with a 2.9 GPA
- Research Project: Vector Calculator in Java
- Research Project: Binary Adder in Logisim

Bachelor of Science: Computer Science

Expected in 05/2026

Gardner-Webb University - Boiling Springs, NC

- Honor Roll : Fall 2023
- President's Scholarship Rec
- Relevant Coursework: Python, Java, Linux
- Gardner-Webb Track and Field Athlete
- I transferred after my spring semester in May 2024

Certifications

- CompTIA Security+ - CompTIA.

Interests

- Video Gaming
- Music
- Digital Art and Animation
- I enjoy sketching and drawing, which helps improve my creativity and attention to detail.

Projects

A Python Calculator I created back in my sophomore year of college.

<https://github.com/CSCE-JerardA/JC-s-Python-Projects/blob/main/TKinter.py>