



# Jacob Mullins

Student

 (225) 290-0433

 jacobmullins8220@gmail.com

Skilled Technologist with experience configuring computers, and peripheral devices. Adept at MS Office, managing permissions, filters and file sharing, and file organization. Devoted troubleshooter with deep understanding of system architecture and diagnostics.



## Skills

- Employee training
- Application installations
- Technical Support
- Search Engine Optimization
- Technical Analysis
- Hardware and software installation
- Peripheral Repair
- Spreadsheet management
- Adaptability
- Critical thinking
- Verbal and written communication
- Conflict resolution
- Accounting familiarity
- 60 WPM typing speed
- Virus and malware prevention
- Technical aptitude



## Work History

- **Lead Sales Associate**  
*Dollar General, St. Amant, LA*

2017-04 - 2020-04

2021-02 - Current

- Provided exceptional customer service to foster client loyalty and satisfaction.
- Monitored sales team performance and provided constructive feedback.
- Maintained optimal financial controls by following loss prevention procedures and protecting cash assets.
- Completed efficient store resets to prepare store for special promotions and seasonal updates.
- Trained new employees on customer service, money handling and organizing strategies.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Informed customers of promotions to increase sales productivity and volume.



## Education



### Computer Science

*River Parish Community College - Gonzales, Louisiana*



### Business Administration

*Southeastern Louisiana University - Hammond, LA*

- Coursework in MS Office, and Business Communication



### Information Technology

*ITI Technical College - Baton Rouge, LA*

- Continuing education in Networking and Programming



## Interests



Gaming



Technology



Tinkering



Puzzle Solving