

Jordan Lawrence

1523 21st Ave S. Seattle, WA 98144 | (206)380-5400 | jlawrence289@gmail.com

Skills & Abilities

Software: MS Office Suite, Photoshop, Illustrator, Ableton Live, Windows 98-10.1, Android OS, iOS.

Web Design: WordPress, Wix, Squarespace, BigCommerce.

Technical: Fluent in PC construction/maintenance, advanced software/hardware troubleshooting, intermediate network administration, software tutoring, multi-media presentation, website design/administration.

Training: Completed 2-week general and 1-week advanced tech support trainings with Nintendo of America.

Leadership: Co-founder and board president of a non-profit wellness organization, The Way of Vibrantly, LLC.

Teamwork: Training with various social tools such as compassionate communication and egalitarian decision-making.

Sales: Utilize basic/advanced mathematics, tender change, close tills, upsell, manage inventory, use POS systems and credit card terminals.

Experience

Customer Service / Tech Support Representative

2010 – 2011

Aerotek Inc. for Nintendo of America, Redmond, WA

- Troubleshooting and support for Nintendo products and services.
- Coordinate part orders and repairs. Uphold Nintendo's reputation for friendliness and professionalism.
- Utilize information database to facilitate tech support, answer inquiries, and follow quality control protocols.

Assistant Manager / Sales Associate / IT Support

2005 – 2017

Trinkets By T Vintage Beads, Kirkland, WA

- Tech Support/Consultation/Data entry for small-business online bead/jewelry boutique.
- Set up and maintain e-commerce web store with PayPal integration.
- Perform customer service, loss-prevention supervision, assisting owner with product orders, shipping, and design.
- Strategize with business owner about how to best organize and communicate information to target audience.

Help Desk / Customer Service / Tech Support

2014 – 2017

Soulshine Community, Seattle, WA

- On-call tech/general support to intentional community facilities where communications target an audience that is unfamiliar with technology at varying levels.
- Setup/teardown of audio/visual technology for small to large events/workshops.

Chief Editor / Graphic Artist / Website Admin / Co-Founder

2017 – now

The Way of Vibrantly, Seattle, WA

- Design, distribute media for teaching curricula, courses, events, and workshops.
- Co-create, distribute social tools/technologies designed to promote wellness, connection, and community-building.
- Oversee development and publication of seasonal newsletters and blog articles.
- Design, maintain web portal/blog for co-authors to publish works, offer information, events, and online courses.

Operations / Lead Assistant & Runner / Facilities Maintenance

2014 – 2019

Ripe Catering, Fremont Seattle, WA

- Facilitate, execute operation/teardown of event equipment, ensure all assets are retrieved.
- Transport equipment and product in various vehicles, incl. rental box trucks to venues across the state.
- Oversee upkeep of food/equipment during services, ensure all areas are cleaned and organized.
- Assist/co-manage a team of co-workers and volunteers in high-volume food service environments.
- Tender cash and know procedures to close out a till/register, use credit card terminals.

References

- Teresa L., Owner/Manager, Trinkets By T Vintage Beads, (206)399-3319
- Luke L., Operations Lead, Xbox Operations Center, (360)305-5192
- Miku L., Coordinating Lead/Mentor, The Way of Vibrantly, LLC, (206)403-8134
- Zach P., Owner, Ripe Catering Services, (206)387-1702