

IT and Computer Skills

- **Overall Computer Knowledge**
 - Extensive knowledge of various hardware and systems: laptops, desktop computing, android systems, iOS, printers, peripherals.
 - Expert troubleshooting skills and IT communication with customers, staff and executives.
- **Microsoft Office**
 - Word, Excel, Outlook, Team, Powerpoint, Access
- **Google Suite**
 - Google Drive, Google Docs, Google Hangouts and Google Classroom
- **Web Development**
 - HTML 5, CSS3, ES6, NodeJS, ExpressJS, MySQL, MongoDB, Github, REST, GraphQL, React, Electron, Webpack, PowerShell

Education

- **Full Stack Web Dev. Programing Certification**, MSU, East Lansing, September 2022
- **Associate of Arts**, Jackson Community College, MI, 2007

Professional Experience

- **Customer Service Manager**, Sweet Encounters Bakery, Lansing MI, November 2021 – June 2022
 - Implemented all technology needed for opening of bakery store front
 - Assisted Owner and Executive team with all IT troubleshooting
 - Providing excellent customer service to an average of 100 customer daily
- **Merchandiser**, PepsiCo, Lansing, MI, 2019 – 2021
 - Filled Shelves and Displays throughout stores across the Lansing area
 - Received and sorted orders using IT software for inventory management
 - Independent task-based position
- **General Merchandiser for Online Orders**, Target, Lansing, MI, 2019 Seasonal
 - Performed troubleshooting on internal IT system (Zebra) for colleagues and management
 - Pick, prep, pack and ship orders for online customers from store stock
 - Maintained rate on timed picks
- **Cashier, Kroger**, Lansing, MI, Aug 2015 – Sept 2019
 - Dedicated closer
 - Provided on the spot troubleshooting for U-Scan kiosks and IT software.
 - Facilitated speedy checkout of all customers
- **Service Advisor**, Williams' AutoWorld, Lansing, MI, Dec 2012 – Mar 2015
 - Facilitated communication between clients and technicians
 - Provided expert communication and troubleshooting regarding auto repairs and system including automotive computers
 - Processed warranty repair claims through warranty software system
- **Warehouse Clerk**, Meijer Distribution and Logistics, Lansing, MI, Aug 2011-July 2012
 - Sorted, distributed, and loaded product to be shipped to stores
 - MIOSHA light equipment license
 - Familiar with secure procedures when working with high value, high theft merchandise
- **Customer Relations, Sears Product Repair, Kalamazoo, MI, May 2010 – May 2011**
 - Created and managed multiple databases of customer and product information
 - Maintained constant contact with customers throughout the repair process including communication and troubleshooting on complex mechanical information
 - Data entered orders including, warranties, completion dates and product tracking
- **Roles from 2009 – 1999** included multiple successful customer service roles including IT troubleshooting and support in utilities (NICOR) as well as sales/customer service (Sears, Jacobson's).

<https://jcool221.github.io/Portfolio/>

References Available upon Request