

# Joshua Cooley

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## Professional Summary

Innovative leader skilled in web development and IT troubleshooting, with a strong customer service background. Committed to delivering high-quality results, resolving technical issues, and contributing to project and organizational success.

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## Areas of Expertise

- |              |                  |                                 |
|--------------|------------------|---------------------------------|
| • Javascript | • MySQL          | • UI/UX                         |
| • HTML       | • NoSQL          | • WCAG                          |
| • CSS        | • React          | • System Development Life Cycle |
| • Github     | • GraphQL        | • AWS                           |
| • Node       | • Agile          | • TDD                           |
| • Express    | • Auth0 Security | • Webpack08                     |
| • REST       | • SASS           |                                 |

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## Professional Experience

### Sweet Encounters Bakery

Nov 2021 – June 2022

#### Customer Service Manager,

- o Implemented all technology needed for opening of bakery store front
- o Assisted Owner and Executive team with all IT troubleshooting
- o Providing excellent customer service to an average of 100 customer daily
- o Food prep of all lunch items
- o Managed online and in person special orders including communicating requests to decorators
- o Assistant baker

### PepsiCo

Aug 2019 – Dec 2021

#### Merchandiser

- o Filled Shelves and Displays across the Lansing area
- o Received and sorted orders using proprietary software for inventory management
- o Independent task-based position
- o Maintained relationships with 10 client stores
- o Performed Plan-o-gram resets as required by client stores

### Target

Dec 2020 Seasonal

#### General Merchandiser for Online Orders

- o Performed troubleshooting on internal IT system (Zebra) for colleagues and management
- o Pick, prep, pack and ship orders for online customers from store stock
- o Maintained 100% accuracy
- o Maintained 100% rate on timed picks

### Kroger

Aug 2015 – Sept 2019

#### Cashier, Kroger

- o Dedicated closer
- o Provided on the spot troubleshooting for U-Scan kiosks and IT software.
- o Facilitated speedy checkout of all customers
- o Maintained constant contact customer service at the conclusion of the shopping experience

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## **Williams' Autoworld**

**Dec 2012 – Mar 2015**

### **Service Advisor**

- o Facilitated communication between clients and technicians
- o Provided expert communication and simple troubleshooting regarding auto repairs
- o Processed warranty repair claims through warranty software system
- o Upselling on basic maintenance
- o Presenting necessary repairs in a persuasive manner to seal the deal

## **Meijer**

**Aug 2011 – July 2012**

### **Warehouse Clerk, Meijer Distribution and Logistics, Lansing, MI, Aug 2011-July 2012**

- o Sorted, distributed, and loaded product to be shipped to stores
- o MIOSHA light equipment license
- o Maintained secure procedures when working with high value, high theft merchandise
- o Maintained over 100% of rate in multiple departments

## **Sears**

**May 2010 – May 2011**

### **Customer Relations, `Sears Product Repair, Kalamazoo, MI, May 2010 – May 2011**

- o Created and managed multiple databases of customer and product information
- o Maintained constant contact with customers throughout the repair processes
- o Data entered orders including, warranties, completion dates and product
- o Orchestrated end to end national recall procedure for Scantron televisions

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## **Education**

### **Certificate of Completion**

Full Stack Web Development Boot Camp  
Michigan State University  
Completed April 2023

### **Associates Degree in Arts**

Major: Music Theory  
Jackson Community College  
Completed May 2007

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## **Software/Tool Experience**

- Bash
- Microsoft Teams
- Microsoft Office Suite
- Figma
- Slack
- Jest
- Google Suite
- MySQL Workbench
- MongoDB Compass
- GraphQL Apollo
- NPM
- VSCode