

Jared Swan

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Relevant Work Experience

Chewy

— *Card Easy Associate*

NOVEMBER 2023 - PRESENT

- Resolving customer and employee technical issues during the use of proprietary card capture software by achieving expertise in both common and uncommon errors and ways to resolve them

— *Customer Service Representative*

MAY 2023 - NOVEMBER 2023

- Maintaining a high level of accuracy and efficiency in time-sensitive data entry tasks
- Managing and processing customer orders both individually and through automated systems
- Educating customers on account services and resolving inquiries regarding status of orders

B&B Theatres

— *Marquee Suites Manager*

MARCH 2021 - JULY 2022

- Trained and onboarded staff members on operating procedures and food safety regulations
- Collaborated with senior management to make data-driven decisions increasing net income

— *Marquee Suites Assistant Manager*

JUNE 2020 - MARCH 2021

- Utilized scheduling software and data analysis to align employee availability with customer demand
- Prepared and reviewed operational and performance reports for upper management

— *Assistant Manager*

APRIL 2018 - JUNE 2020

- Collaborated with upper management to develop achievable financial targets
- Programed and maintained audio-visual equipment

— *General Employee*

OCTOBER 2017 - APRIL 2018

- Greeted and assisted with customer needs
- Maintained a clean and orderly work environment

Garland Independent School District

— *Substitute Teachers Assistant*

JANUARY 2021 - JUNE 2021

- Collaborated with classroom teachers to support and engage students in various activities.
- Demonstrated patience and adaptability in engaging students with diverse backgrounds

Education

Collin County Community College - *English*

AUGUST 2014 - JUNE 2016