

# Jordan Epperson

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## Profile

Dynamic professional with a proven track record in customer service and team leadership at Cici's Pizza. Skilled in time management and attention to detail, I enhanced customer satisfaction and improved team productivity through effective problem-solving and efficient workflows. Proficient in computer skills.

## Work Experience

### **Crew Member at Charlie's Chicken - Joplin, MO (4/2018 - 5/2019)**

Worked front counter, drive-thru and other areas. Demonstrated strong multitasking abilities, handling multiple orders simultaneously without compromising quality or efficiency. Worked well with other crew members and accepted coaching from management.

### **Warehouse Worker at Reynolds's Warehouse - Joplin, MO (05/2019 - 08/2019)**

A summer job where I was loading, unloading, and moving freight to storage areas. Consistently lifting freight weighing up to 40 pounds. Maintained clean workspace following cleaning produces for the warehouse and trailers.

### **Supervisor at Cici's Pizza - Joplin, MO (08/2019 - 03/2022)**

Oversaw daily operations of the restaurant, ensuring smooth workflow and timely completion of tasks. Applied strong leadership talents and problem-solving skills to maintain team efficiency. Improved customer satisfaction with timely responses to inquires, addressing concerns, and finding effective solutions.

### **Freezer/Cooler Associate at Sam's Club - Joplin, MO (03/2022 - Current)**

Greeted members and helped with product questions. Maintained clean and organized store environment, enhancing the shopping experience for members. Changing layouts for new or seasonal items.

## Education

### **Southern New Hampshire University - Hooksett, NH (1/2025 - 4/2028)**

Bachelor of Science: Computer Science

## Skills

- Problem-solving
- Attention to detail
- Communication
- Teamwork
- Basics in HTML, CSS, and Java