

Jamel Douglas

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JamelD.com

Education

Florida State University, *Tallahassee, FL*

December 2021

Bachelor of Science in Information Technology

Certifications

Microsoft Office Specialist – Microsoft Word 2016

January 2017

Skills

- Customer Service
- Computer Hardware
- Computer Networking
- Windows 10
- Windows Server 2019
- Linux
- Database
- SQL
- TSQL
- MySQL
- SQL Server
- MariaDB
- Python
- C++
- HTML
- CSS
- PHP
- JavaScript

Experience

Service Department Lead, The Home Depot, *Tallahassee, FL*

February 2022 – Present

Oversee operations of the Customer Service Desk.
Facilitate all customer order types. Ensure that special orders are pulled and staged for customers within SLA. Verify that customers are receiving everything they ordered and that all orders are released accordingly.
Assist Supervisor in maintaining several reports.
Resolving any customer issues that arise. Processing Sales and Return transactions. Lumber, Building Materials, & Hardware Product Knowledge Certified.
Trained on safe lift equipment use. Trained in nine other departments in the store.

Sales Associate, The Home Depot, *Tallahassee, FL*

June 2021 – February 2022

Lumber & Building Materials

Provide fast and friendly service by actively seeking out customers to assess their needs and provide assistance.
Maintain stock of merchandise, ensuring that products are available to customers. Ensure that department is clean, shoppable, and safe. Promote services offered at Special Services, Tool Rental, and the Pro Desk. Trained on safe lift equipment use. Trained in nine other departments in the store.

Lot Associate, The Home Depot, *Tallahassee, FL*

March 2020 – June 2021

Primary responsibility is to assist with the loading and securing of products into the customer's vehicles. Ensure that the entrances/exits and loading areas are not blocked and maintain cleanliness front end of the store. Maintain sufficient quantity of shopping carts at the store entrances. Trained on safe lift equipment use. Trained in nine other departments throughout the store.

Lot Associate, The Home Depot, *Boynton Beach, FL*

October 2017 – March
2020