

# Jamel Douglas

mail@JamelD.com | JamelD.com | linkedin.com/in/JamelD

## Education

Florida State University, *Tallahassee, FL*

December 2021

### Bachelor of Science in Information Technology

#### Activities and Societies

Member, Association of Information Technology Professionals (AITP)

Member, Association for Computing Machinery (ACM)

Member, Blacks in Computing (BiC)

## Certifications

**Microsoft Office Specialist** – Microsoft Word 2016

January 2017

## Skills

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

## Experience

**Support Services Specialist**, The Geo Group Inc, *Boca Raton, FL*

August 2022 – Present

Responsible for global user and technical support 24 hours a day through telephone, intranet, and e-mail. Monitor and prioritize requests to ensure a timely, accurate resolution. Implement and support end-users of computer desktop, laptop, hardware, software and peripherals at the corporate facility. In addition, provide global end-user support on centralized software applications. Performs data center operations duties on a daily basis according to schedule and keep detailed log of activities.

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

April 2022 – Present

Oversee all department operations. Facilitate all customer order types. Ensure that all orders are pulled and staged for customers within SLA. Resolving any customer issues that arise.

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

February 2022 – April 2022

Oversee all department operations. 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. Resolving any customer issues that arise. Processing Sales and Return transactions.

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

June 2021 – February 2022

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

March 2020 – June 2021

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

October 2017 – March 2020