

Jamel Douglas

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Education

Florida State University, *Tallahassee, FL*

December 2021

Bachelor of Science in Information Technology

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

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

Lumber & Building Materials

Provide fast and friendly service and provide assistance to customers.

Maintain stock of merchandise, ensuring that products are available to customers. Ensure that department is clean, shoppable, and safe.

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

March 2020 – June 2021

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

October 2017 – March 2020

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.