

JONATHAN AUSTIN

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PROFESSIONAL SUMMARY

Energetic, hardworking and dependable Technology Professional with a background in customer-oriented service roles seeking a position as a Service Desk Analyst. Endowed with excellent ability to troubleshoot and problem solve in a fast-paced environment. Experienced leader with the artfulness to effectively communicate with a variety of clients and personality types.

SKILLS

Impeccable customer service
Hardware System Assembler
Skilled at hardware and software modifications
Experienced in graphic design

Work History

Package Handler | FEDEX Ground - Nashville, TN | April 2019 - Present

- Used hand-held scanners to ensure proper tracking of shipments.
- insured packages were sealed and ready to be loaded
- Assisted in loading delivery trucks

Server/Trainer/Cook/Host | Cracker Barrel - Nashville, TN | December 2015 - Present

- Managed closing duties, including restocking items, Cleaning the dining room and kitchen
- Trained New employees in multiple positions
- Cooked and Plated food, ensured plate presentation and food quality were of highest standard

Server/Host | Flip Burger - Nashville, TN | August 2017 - January 2018

- Checked order accuracy and food quality before delivering to customers
- Explained menu options to guests, offered suggestions and took orders for food and beverages
- Rotated stock items and ingredients to maintain efficiency and freshness

Crew Member/Cook | Burger King - Hazel Green, AL | June 2015 - July 2015

- Operated all kitchen equipment
- Maintained clean and orderly appearance throughout kitchen and dining area
- Processed customers' payments and provided receipts

EDUCATION

Nashville State College, Nashville, TN
Associates Computer Science

August 2018

Calhoun, AL
GED

May 2016