
Jalen Heckel

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SKILLS

Languages: HTML • CSS • JAVASCRIPT • REACT • MANGODB • NODE • EXPRESS • SQL • NoSQL

Software: WINDOWS • GOOGLE DRIVE • IOS • MACOS • MICROSOFT OFFICE • VSCODE • INSOMNIA • ROBO3T

WORK EXPERIENCE

Apple, Bellevue, Washington

08 2021 - Present

Seasonal Specialist: Greet customers in a consistently professional, warm and welcoming manner. Utilize probing questions to uncover customers goals and needs for their device. Efficiently take customers through the Apple steps of service to provide a complete solution in a timely manner.

Enhance sales and store rating

- Obtained and maintain a 95/100 customer feedback rating with 30 customers responding to surveys
- Effectively work with customers to find the best devices or services to meet their needs
- Use product and service knowledge to assist customers with troubleshooting problems then recommending proper next steps

Boost employee camaraderie and assisted with training and onboarding of new hires

- Routinely asked to flex to new zones to increase store efficiency
- Provide consistent and honest feedback to peers and store leaders to improve store performance
- Act as a resource and support during difficult customer interactions

Maine Distributors, Bangor, Maine

02 2019 - 10 2020

Territory Sales: Managed a territory of 120 accounts; ensuring inventories were maintained through a short and demanding tourist season.

Maintained and built customer relations in an inherited territory

- Communicated with existing customers about seasonal needs, ensuring inventory was large enough for holidays while monitoring date codes and keeping inventory fresh
- Established myself as a service in the community, offering draft repairs and keeping all potential clients informed on product list changes
- Maintained a gentle and approachable nature during a stressful and demanding tourist season

Improved client relations by cross training and offering superior service

- Assisted customers with draft line repair and maintenance as needed
- Ensured customers had clean draft lines in accordance with FDA regulations
- Merchandised and arranged displays as needed

Zeppoz, Pullman, Washington

09 2017 - 12 2018

Server/Bartender: Took customer orders, frequently assisting customers with menu and beverage decisions. Communicated with fellow servers/bartenders and kitchen staff to ensure orders were timely and correct.

Always maintained an upbeat and professional attitude no matter how busy service was

- Provided customers with an extremely high level of service during high demand events
- On a weekly basis served an average of 50 customers during a Sunday bowling league
- Assisted with industry events

Latah County Probation and Youth Services, Moscow, Idaho

04 2016 - 12 2018

Probation Officer Assistant: Ensured proper procedures were followed regarding client UA's, client information, and client services. Oversaw public school study table, community service and juvenile probation ankle monitoring.

EDUCATION

University of Washington Seattle, Washington — **Coding Boot Camp, Expected graduation of 12 2021**

Washington State University Pullman, Washington — **Bachelors, Criminal Justice, 04 2015 - 12 2018**