

## Jordan Wilson

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Business student seeking to apply 7+ years of experience in customer-facing roles and skills in communication, customer service, and client relationship management to serve your company. Recent graduate of an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. Proven customer relationship expert and problem solver.

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### RELEVANT SKILLS

Retail Management • User Training & Support • Customer Service • Audit Compliance  
• Software Installation & Configuration • Technical Support & Troubleshooting  
Microsoft 365 • Operating Systems Installation

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### EDUCATION

**Business Administration • SUNY Broome** **01/2023 - 12/2024**

- Comprehensive coursework covering **soft skills**, such as **teamwork** and **communication**, and **technical skills** needed to become leaders in an economy driven by disruption and innovation
- Experiential learning opportunities, including case competitions and project courses, exploring the challenges of **decision-making** in complex contexts and situations, and learning how to develop **innovative solutions** that are considerate of legal, environmental and societal factors
- Curriculum enhanced with analytics requirements to ensure that students are able to interpret and communicate data-driven discoveries.

**Google IT Support Professional Certificate • Merit America, Virtual** **09/2022**

- Skill development includes **troubleshooting**, **customer support**, **networking**, **operating systems**, **systems administration**, and **security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification
- **Additional Skill Development:** Completed hands-on coursework covering **Microsoft 365**, **Windows 10**, **Spiceworks** ticketing system, and **fundamental cloud concepts**

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### PROFESSIONAL EXPERIENCE

**Owner / Operator • Broome Handyman and Home Services, Johnson City, NY** **05/2021 - Present**

- Owner and operator of a customer facing handyman and home service business in the Binghamton area
- Manage legal and tax compliance ensuring legal standards are met
- Manage online presence to generate and promote new business in order to increase revenue
- Manage operations minimizing operational losses to maximize profits
- Manage customer acquisition to maximize revenue
- Engage in competitive bidding operations to ensure balance between profits and customer acquisition
- Manage construction projects from material acquisition through to completion ensuring customer satisfaction
- Manage business accounting adhering to GAAP standards

**Assistant Front End Manager • Weis Markets, Binghamton, NY**

**10/2019 - 05/2021**

- Managed Front End operations for a regional grocery store chain overseeing between 45 and 55 direct reports
- Performed safe and cash office audits, ensuring compliance with company and legal standards
- Managed front end scheduling implementing customer forecasting to minimize employee overstaffing
- Coordinated front end merchandising including inventory, rotation of stock, and layout compliance
- Reduced front end turnover by building associate engagement, providing exceptional onboarding and training, and prioritizing associate recognition
- Excelled in operational reviews and audits, where prior none had passed for several quarters bringing out store into compliance with company standards
- Acted in the “Manager On Duty” capacity overseeing store operations
- Resolved customer relation issues to provide an exceptional shopping experience

**Independent Construction Contractor • Self-Employed, Johnson City, NY**

**01/2014 - 10/2019**

- Independent contractor focusing on residential construction
- Followed blueprints to determine proper construction to customer specifications
- Managed scheduling and coordinated with other trades
- Completed inspection of all construction upon completion to ensure safety standards and customer expectations were met
- Sourced materials as necessary to customer specifications
- Managed personal accounting ensuring compliance with tax codes and revenue reporting

**Retail Sales Advisor • Wireless Vision D.B.A. T-Mobile, Endicott, NY**

**11/2017 - 03/2018**

- Retail Sales Advisor for a T-Mobile franchise location
- Educated customers on current device promotions
- Creation of custom packaged plan solutions
- Responsible for safe and cash office audits ensuring company and legal compliance
- Responsible for maintaining daily financial figures, and bank deposits.
- Developed personal best sales practices as strong sales were heavily incentivized.
- Surpassed sales goals for the district helping to push my store to the top of our leaderboards

**Consultative Sales Associate • Sears, Johnson City, NY**

**12/2015 - 06/2016**

- Responsible for the sale of appliances and high end electronics
- Up-selling Kenmore products and protection agreements to increase sales volume
- Placed a strong emphasis on sales methods in this draw based commission sales position
- Act as liaison and manage relationships with third party installers