jreed1837@gmail.com   Jake Reed
(781) 568-0532
Stoneham, MA, 02180

PROFESSIONAL SUMMARY

Diligent, motivated, and reliable college-student eager to learn and work collaboratively in a team setting. I am a detailed, service-oriented sales associate who enjoys working with customers from all backgrounds while maintaining high safety standards and creating an enjoyable customer experience.

EMPLOYMENT HISTORY

MAY, 2023 - PRESENT
Cashier, Lowe's, Woburn, MA
- Provide excellent customer service by assisting customers with their purchases and answering any questions they may have.
- Assist customers with cash transactions, including providing change, receipts, and refunds.
- Ensuring accuracy in cash handling and transactions to minimize errors and discrepancies.

SEP, 2019 - AUG, 2021
Crew Member/Cashier, Dunkin', Stoneham, MA
- Collaborated with fellow crew members to ensure safety measures and company protocol were adequately maintained.
- Ensured customer satisfaction while creating a fun service experience for guests.
- Developed hands-on skills by adapting and troubleshooting equipment issues while working independently.

EDUCATION

JAN, 2023 - MAY, 2025
Bachelor of Science, Computer Information Systems, Westfield State University, Westfield, MA
GPA: 3.40
Academic Achievements: Dean's List (Spring 2023); Pasquino-Lavoie Scholarship (Spring 2023).
Relevant Coursework: Python (Letter Grade: A); Software Applications (Letter Grade: A); Principles of Macroeconomics (Letter Grade: B-); Business Management (In Progress); Database Applications (In Progress); Web Programming (In Progress).

AUG, 2021 - DEC, 2022
Bachelor of Science, Cybersecurity, Roger Williams University, Bristol, RI
GPA: 3.75
Academic Achievements: Dean's List (Fall 2021); Dean's List (Spring 2022); Academic excellence Award & Scholarship (Spring 2022)
Relevant Coursework: Introduction to Computer Software (Letter Grade: A); Introduction to Networking (LetterGrade: A); Computer Hardware (Letter Grade: A); Basic Statistics (Letter Grade A); Introduction to Computer Science (Letter Grade: B+); Introduction to Computer Security (Letter Grade A).

SKILLS

Computer Literacy, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Java, Troubleshooting Technology & Equipment, Time Management, Customer Service, General Labor, Basic Python, SQL, HTML.

Linkedin Profile