

Joseph Lynch

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EDUCATION

Rutgers University

Bachelor of Science in Computer Science

New Brunswick, NJ

Sep. 2020 – May 2024

EXPERIENCE

Customer Service Associate

June 2023 – Present

Walgreens

Boonton, NJ

- Delivered courteous and efficient service to customers, consistently achieving a customer satisfaction score of over 90%, which contributed to repeat business and customer loyalty.
- Successfully recommended products, resulting in a 15% increase in sales and cross-sells by effectively communicating benefits and alternatives to customers.
- Managed transactions on assigned cash registers with precision; handled over \$3,000 daily, maintaining an accurate cash drawer with less than 0.5% discrepancy rate.
- Efficiently managed and scanned incoming FedEx and Amazon packages, ensuring timely and accurate processing. Facilitated the hand-off to delivery drivers, maintaining a 100% accuracy rate in package handling which supported the reliability and efficiency of the delivery process.

Associate

Oct. 2021 – May 2023

ALDI USA

East Brunswick, NJ

- Proactively assisted customers by suggesting alternative and similar products, enhancing customer satisfaction and driving an increase in sales conversions by approximately 10% through effective product recommendations.
- Strengthened communication, problem-solving, and public speaking skills through daily customer interactions, effectively resolving an average of 15 customer issues per day, ensuring high levels of customer satisfaction.
- Consistently led the store in scanning accuracy, maintaining a 99% accuracy rate, which was 15% above the store average. Enhanced customer checkout flow by processing transactions rapidly, thereby reducing wait times and improving overall customer satisfaction.

Sales Associate

Dec. 2020 – July 2021

Staples

Parsippany, NJ

- Engaged customers with a consultative sales approach, increasing basket size by recommending complementary office supplies and technology products, resulting in a 20% increase in average transaction value.
- Developed and utilized extensive product knowledge of high-demand brands such as HP, Apple, and Google to assist customers, achieving a top performance rating for customer feedback with a 95% positive rating on service and support.

PROJECTS

Full-Stack Online Travel Reservation System | *Java, HTML, JSP, MySQL, JDBC*

- Spearheaded a full-stack development of an online travel reservation system, employing HTML/JSP for front-end, MySQL for database management, and Java with JDBC for server-side operations.
- Focused on creating a user-friendly interface and robust back-end architecture, ensuring a seamless end-to-end user experience for flight searches and reservations.
- Collaborated in a 2 person team, leveraging Git for effective version control and project coordination, demonstrating strong teamwork in a full-stack Software Developer environment.

Weather App | *JavaScript, React.js, CSS, JSX, OpenWeatherMap API*

- Engineered an interactive web application using React, Axios, and CSS, providing real-time weather updates from the OpenWeatherMap API.
- Implemented a user-centric design with responsive CSS, ensuring a seamless experience across various devices and browsers. Focused on user interaction and accessibility, enabling users to search for and view weather conditions of different locations effectively.

TECHNICAL SKILLS

Languages/Frameworks: Java, Python, C, SQL, MySQL, JavaScript, HTML, CSS, React.js

Developer Tools: Git, VS Code, Visual Studio, Eclipse

Libraries: Pandas, NumPy, Matplotlib