

John (Jacob) Smith

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Recently completed an intensive IT program focused on developing skills in technical support to obtain the Google IT Support Professional certificate. 5+ years of experience in customer-facing roles have led to strengthened skills in communication, customer service and client management. Productivity improvement management professional with management experience in a high volume warehouse setting; increased associate productivity by 150%.

RELEVANT SKILLS

Technical Support & Troubleshooting • Ticketing System • Operating Systems Installation
Software Installation & Configuration • Customer Satisfaction • Computer Hardware Installation
Team Leadership • Multi-tasking & Time Management • Attention to Detail • Proactive Problem Solving

EDUCATION

Merit America • *Virtual*

01/2023

Google IT Support Professional Certificate

- 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**

Southern New Hampshire University (SNHU) • *Manchester, NH/Virtual*

expected 12/2025

Computer Science, Bachelors | 21 credits/3.857 GPA

PROFESSIONAL EXPERIENCE

ON Stocker • *Walmart, Yreka, CA*

05/2022 - 12/2022

- Maintain outstanding knowledge of store layout in multiple departments; resulting in more efficient stocking of products
- Manage sales displays to strategically feature items with high rate of sales during holiday events; resulting in 10% uptick in sales
- Utilize Zebra technology to swiftly label and stow hundreds of overstock items daily in an efficient and organized manner

Cook • *Five Marys Burgerhouse, Fort Jones, CA*

06/2021 - 05/2022

- Took customer polls for menu changes and adjusted recipes based on customer and employee taste tests
- Utilized in house ingredients to create dressings resulting in an 80% decrease in expenses
- Collaborated in bi-weekly meetings to create menu specials which drew in 20% more new customers on slow days that were cost effective and unique

Laboratory Technician • *CG Roxane (Crystal Geyser), Weed, CA*

08/2019 - 06/2021

- Applied data analysis techniques to determine water quality, mineral content, and ph to correctly log changes in consistency
- Reformatted all SDS booklets using Microsoft Word to include updated information with an included easy to digest index for easier access
- Implemented user friendly shipping application software on office computers decreasing shipping costs by 20% and increasing productivity by three times
- Used Microsoft Excel to set up and organize stock rooms for eight production lines of old products to effectively categorize expiration dates for customer complaints

Process Assistant • *Amazon Fulfillment LLC, Stockton, CA/Tracy, CA*

11/2016 - 10/2018

- Removed associate barriers resulting in a 150% increase in productivity among lowest performers on shift
- Tackled technological issues with associates' computers resulting in a 97% decrease in associate wait time
- Utilized onsite ticketing system to track issues relating to machines in the warehouse: conveyor belts, PCs, scanners, robotics
- Created a strong team presence, with consistent achievement in motivating and engaging employees building top performing teams in the organization improving employee retention and working relationships in all departments by resolving conflicts in a timely manner