

Michael Jones

Tech Specialist, Marketing, Sales, Customer Service, Visionary, Communications Technology

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Authorized to work in the US for any employer

WORK EXPERIENCE

Inbound Sales Associate GM

V.X.I Global Solutions - Los Angeles, CA - April 2015 to July 2016

Responsibilities: Primary responsibilities are meeting or exceeding AT&T/DirecTV Key Performance Indicators and Guidelines in addition to VXI Policies and Procedures. Must maintain an acceptable level of performance week over week, month over month. Additional responsibilities and skills are being Well-spoken, Strong customer service skills Knowledge of computers and MS Windows Professional Comportment and demeanor, Self-motivated and upbeat and able to understand product details (Satellite technology, Internet, Voip, Mobile Phone,) at a consumer level

Skills Used: Well-spoken, Strong customer service skills, Knowledge on communication technology

CSR

EBISU Marketing CORP - Los Angeles, CA - March 2014 to November 2014

Responsibilities: Call Center Representative Job Duties

Determines requirements by working with customers. Answers inquiries by clarifying desired information; researching, locating, and providing information. Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. Fulfills requests by clarifying desired information; completing transactions; Updates job knowledge by participating in educational opportunities. Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

Easy Tech Specialist

Staples - Inglewood, CA - December 2007 to January 2014

Responsibilities: include all duties of a sales associate. Additional responsibilities consist of trouble shooting computer hardware and software. Managing inventory product lines. Assisting customers and providing information on electronics, software and service plans. Assisting management with advertisement and promotional events

Sales Associate

Staples - May 2007 to November 2007

Demonstrated in-depth knowledge of the Staples office supply product line. Performed as a cashier as well as assembler of store displays. Shipped and received packages via Federal Express, Loaded and prepared freight packages for shipment, organized and analyzed inventory. Possessed outstanding customer service skills and assisted customers with custom-order designs and prints in the Copy Center. Awarded Employee of the month in July 2007; Later promoted in November 2007.

Assistant Manager

Cinemark - February 2006 to January 2007

Responsibilities: Supervised employees in sales. Performed as cashier and organizer of consumer products. Managed inventory and maintained lobby area and cinema rooms.

EDUCATION

Antelope Valley High School - Lancaster, CA

2003 to 2006

SKILLS

Extensive customer service knowledge. Creative ideas for product applications and a solid history of sales success. Proven ability to develop sales potential in new market areas. Strong analytical and planning skills, combined with the ability to coordinate the efforts of many to meet organizational goals. Productive and efficient work habits without supervision. Self-motivator with high energy.

Cashier Test

Score 13 / 15

87%

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

a

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

d

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

a

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

c

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

a.50/10

6) What is the current sales tax rate in your city?

9.50%

insla need 10%

c

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

Cashier Test

Score / 15

- 1 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50

- 1 12) How many times should you count change when giving it to the customer?
- a) one
 - ☒ b) two
 - c) three
 - d) no need to count

Question & Answer:

- 13) What is the minimum age for legal alcohol purchases? 21 with ID
- 14) What are the acceptable forms of ID for alcohol purchases? State Issue ID
- 15) How many \$20 bills are in a bank band? \$2,000

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