

Jordan Bishop

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Work Experience

Technical Support Specialist

KellyConnect - Remote

June 2021 to Present

Provide excellent service to an average of 30 customers per shift by solving any technical issues with a wide range of apple products. Log cases efficiently to ensure continuity between support team. Protect sensitive and personal identifiable data to give customer piece of mind. Independently stay up-to-date on emerging issues and ever-changing procedures and technical issues.

Logistics Tech I

Munson Medical Center - Traverse City, MI

September 2017 to Present

Accurately prepare surgery cases for use in the operating room. Order, stock, and maintain store rooms. Take phone calls from all areas of the hospital and use on the spot thinking and problem solving to resolve issues. Stock patient rooms and courteously provide an excellent experience for patients. Log, charge, and keep records of spending by department.

Remote Content Reviewer

Gaggle Net, Inc. - Remote

January 2021 to August 2021

Accurately and efficiently process flagged email and computer content to help prevent suicide, bullying, and other issues in school systems. Meet weekly accuracy and speed requirements. Make judgement calls on content to determine validity and level of severity.

Ship to Store Associate

Target Co - Traverse City, MI

September 2017 to December 2017

Received, processed, and packaged online orders. Used pallet jacks, balers, compactors, and power lifts to ensure the back room was organized and logged correctly. Trained new employees as needed. Assisted other team members in various positions to make sure guests had an enjoyable experience.

Dairy Merchandiser

Frozen - Saginaw, MI

2016 to 2017

As a frozen/dairy merchandiser at Walmart, time management was a necessary skill. Getting the job done in a timely manner was important to preserve freshness of the product. Dealing with guests and handled both positive and negative situations appropriately. Operated equipment such as a pallet jack, bailer, compactor, and power lift.

Maintenance

Saginaw Children's Zoo - Saginaw, MI
March 2015 to November 2016

Building, repairing, and maintaining zoo grounds and amenities to ensure guests have a safe and pleasurable visit. Helped construct enclosures by problem solving and determined solutions that would save space by preserving the habitat. Repaired and replaced parts of zoo rides including the train and carousel. Did operate skid steer front loader, snow blower, weed whacker, riding lawn mower, shop vac, industrial pumps, ATV, gator work utility vehicle, forklift, various cleaning chemicals, and hand and power tools. Executed carpentry work such as flooring, painting, power sanding, power washing and staining.

Overnight Stocker

Sears Holdings - Saginaw, MI
2013 to 2015

Stocked freight and zoned area before store opened to ensure customer satisfaction. Unloaded merchandise by working as a team. Shelves merchandise and created displays based on seasonal events. Cleaned work space and assisted other crew members if necessary.

Installation Crew Member

Perfect Pools - Saginaw, MI
2011 to 2013

Worked with a small crew to efficiently install pools. Followed customer specifications. Installed in- ground and above ground pools while maintaining property appearance. Poured cement, installed filters, purifiers, and various swimming accessories.

Education

Bachelor's in Computer Science

Fort Hays State University - Hays, KS
January 2018 to Present

High school Diploma

Saginaw Arts and Sciences Academy - Saginaw, MI
2011

Skills

- Microsoft Office
- c++
- Python
- Mechanical Knowledge
- Customer Relations
- Transcription
- Java

Assessments

Typing — Expert

August 2020

Transcribing text using a standard keyboard

Full results: [Expert](#)

Data entry: Accuracy — Highly Proficient

April 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Attention to detail — Expert

April 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Expert](#)

Technical support — Highly Proficient

October 2020

Performing software, hardware, and network operations

Full results: [Highly Proficient](#)

Data entry: Attention to detail — Highly Proficient

March 2020

Maintaining data integrity by detecting errors

Full results: [Highly Proficient](#)

Following directions — Expert

May 2021

Following multi-step instructions

Full results: [Expert](#)

Call center customer service — Expert

December 2019

Applying customer service skills in a call center setting.

Full results: [Expert](#)

Logic & critical thinking — Expert

July 2020

Using logic to solve problems.

Full results: [Expert](#)

Customer service fit — Expert

September 2020

Measures the traits that are important for success for customer service roles

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

- 100 WPM (10+ years)
- Microsoft office (10+ years)
- MS OFFICE (10+ years)
- problem solving (1 year)
- Customer Service (5 years)
- Retail (5 years)
- Leadership Development (2 years)
- Forklift Operator (1 year)
- Pallet Jack (5 years)
- Power Tools (3 years)

SKILLS

- * Operational computer skills (Microsoft office, hardware/software, type 100 WPM)
- * Adaptable
- * Works well both independently and with others
- * Analytical problem solving and critical thinking
- * Works well under pressure
- * Eager to learn