

# Jamal T. Wanzo

## Professional Summary

Articulate and punctual individual seeking a remote and or flexible scheduled position where my experience and dedication will be utilized in an environment that offers opportunity for growth and stability. I am interested in finding employment with a company which will challenge me further, while allowing me to contribute to the continued growth and success of the company.

## Training and Leadership

- Track record of finishing assigned tasks effectively within limited time
- Able to accept feedback and apply lessons learned to the workplace
- Inborn talent of assuming responsibility for the development, growth and progress of the company
- Excellent ability to focus on working efficiently across a multitude of tasks
- Able to communicate and present confidently, clearly and expressively

## Technical Support/Customer Service Skills

- Outstanding analytical, problem-solving, and troubleshooting ability
- Superior communication (oral and written), customer service and interpersonal skills
- Poised and patient when dealing with clients
- Great ability to provide business-clients with efficient support
- Proven record of installing software, configuring and testing customer PC's and analyzing functionality of peripheral appendages
- Excellent ability to work closely and effectively with vendors to replace/repair defective hardware and software
- Highly skilled in providing a timely, efficient, and considerate customer service
- Ability to develop strong customer relations
- Able to represent the company in a professional and positive manner

## Work History

10/2014 – 01/2015	<b>Sales Associate</b>	American Eagle	
Gulfport, MS			
02/2014 – 09/2014	<b>Brick Mason Laborer</b>	Magees Masonry	
Gulfport, MS			
08/2011 – 12/2011	<b>Technical Support</b>	UPS	Las
Vegas, NV			
06/2011 – 07/2011	<b>Technical Support</b>	Sony/Sitel	Las

Vegas, NV 07/2010 – 06/2011	<b>Technical Support</b>	Clearwire	Las
Vegas, NV 08/2008 – 09/2010	<b>Technical Support</b>	Sony/Sitel	Las
Vegas, NV 11/2006 – 08/2008	<b>Entry Level Sales Manager/Lead</b>	Niketown	Las
Vegas, NV 11/2005 – 07/2007	<b>Entry Level Sales Manager/Lead</b>	Express	
Las Vegas, NV			

## **Education**

Associate of Arts & Applied Science Coursework

Jefferson Davis Community College May 2003 - May 2005 GPA 3.5

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Psychology.

Human Growth and Development. Intro to Business.

Business Ethics.

Oral communication.

Sociology.

Legal Systems and Terminology. Legal Research.

Biology & Lab 101.

Study Skills 101.

Personnel Specialist Certification

Community College of the Air Force

Quality Force Mgmt. Personnel Data Systems. Intro. To Personnel Mgmt. Principles of Computer Ops.  
Time Management.

## **Certifications**

OSHA 10 Safety Certification. (2014)

PT Certification. (2015)

Personnel Specialist Certification. (2000) Loss Prevention Certification. (2015) Office Machines  
Certification.(2016)