

# Jordan Brock

## **Leader. Entrepreneur. Man of God**

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Engaged, organized and dependable leader with 2+ years of Supervisory experience. Proven leader with great interpersonal, communication and management skills. Seeking to maximize and add value to a company where I have the ability to deliver excellence, cohesiveness and outstanding organizational skills to support internal and external company initiatives and goals.

Authorized to work in the US for any employer

## Work Experience

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### **Verizon Sales Manager**

Verizon - Heath, OH

January 2020 to Present

I am responsible for sales metrics. Sales Leader with a proven track record of driving results through leadership. Committed to continual improvement, adopting a mindset of striving to be better every day.

### **Security Supervisor**

Securitas - Newark, OH

February 2018 to August 2019

- Supervised team of 3 security personnel on any given shift
- Supervised in and outgoing customer interaction
- Assisted customers in locating merchandise and purchase order decisions
- Greet associates on a daily basis
- Responsible for audits, making and distributing badges
- Managed assignment of roles and daily task
- Adhered and reported theft and on-site company incidents/accidents.
- Monitored and evaluated unit performance on key security issues and recommended corrective action programs as necessary
- Screened vendors and contractors before granting access to restricted areas within warehouse
- Conducted numerous monthly security audits to identify potential risk and opportunities for security, staff safety and assess protection

### **Customer Service Representative**

Home Depot - Newark, OH

December 2017 to March 2018

- Assisted customers in locating merchandise and purchase order decisions
- Demonstrated excellent communication skills by listening to concerns, problems and provider customer satisfaction
- Effectively handled irate customers and provided reasonable patience and understanding
- Promptly responded to general inquiries from customers, staff via telephone, mail and fax
- Resolved issues and shared benefits of additional services.

- Completed assigned task in desired and timely manner

### **Customer Service Specialist/Social Media mediator**

1800flowers.com - Newark, OH

May 2017 to September 2017

Newark, Ohio

- Maintained superior customer service quality
- Maintained knowledge of current promotions and company policies
- Answered and directed incoming customer order calls daily
- Provided timely and accurate resolution to customer inquiries
- Effectively managed high-volume of inbound customer complaint issues and concerns
- Monitored social media marketing and ad initiatives

### **Sub Bus driver/ Aide**

Newark City Schools - Newark, OH

September 2015 to March 2017

- Safely transported K-12 aged students on daily bus route
- Administer routine vehicle safety inspections prior to and after every designated stop
- Implemented and kept track of behavioral incidents, injuries and violations
- Provided clarity to questions and requests for information from children and parents
- Provided keen supervision on passenger behavior and attentiveness to injuries, illnesses and emotional concerns
- Offered timely and skilled emergency response as needed (CPR/First aid)
- Assist students with boarding and exiting vehicle safely and efficiently.

## Education

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### **Diploma**

Newark High School - Newark, OH

August 2008 to May 2012

## Skills

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- Customer service
- Customer relations
- Security
- Team management
- Audits
- Performance management
- Fulfillment
- Scheduling
- Asset protection
- Process improvement
- Leadership

- Supervising Experience
- Employee Evaluation

## Additional Information

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### Skills

- \* Performance Management \* Fulfillment Assessments \* Facility & Asset Protection
- \* Security Scheduling & Audits \* Customer Relations \* Leadership and Development
- \* Customer Service \* Team Management \* Process Improvement