**Michael Davis**

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**Professional Skills:**

* Install, configure, and assess PC hardware components as well as Windows 7, XP, 2000, and 98 operating systems.
* Assemble and configure wired and wireless networks with TCP/IP.
* Troubleshoot hardware, software, and network-related problems.
* Install service packs and updates; utilize virus and spyware removal programs.
* Excellent provider of customer service.
* Ability to multi-task without compromising project standards.
* Highly organized and detail-oriented and able to work well under pressure.
* Efficient problem solver, team player, and quick learner.
* Efficient in written and verbal communication; great interpersonal skills.
* Typing speed of 40 WPM.

**Experience:**

11/2019-2/2020

United Parcel Service, Edison, NJ

# Package Handler

* Sorted boxes by country, state and zip code; placed and sent boxes to appropriate conveyor belt.
* Unloaded boxes from truck as directed.

10/2018-2/2019

Old Navy, Linden, NJ

# Brand Associate

* Answered to any customer concerns or questions and assisted with location of products.
* Folded and hung clothes received from the truck then placed in appropriate aisles by size and color.
* Swept and mopped around the store.
* Cleaned sinks and toilets in bathrooms and mopped afterwards.

2/2018-6/2018

Macy’s, Dallas, TX

# Sales Associate

* Solicited credit by signing customers up for Macy’s card.
* Checked out customers that were ready for purchase and assisted with carrying heavy items to vehicle as required.
* Answered customer questions whether in store or over the phone about items, checking the price of items upon request and handled other questions.
* Pulled items to the front of aisles and stacked by size.

2/2017-10/2017

Computers for the Blind, Richardson, TX

# Computer Refurbisher

* Installed NVDA monitors specifically used for blind people.
* Installed the amount of RAM necessary to run each computer.
* Edited the BIOS as necessary.
* Tested CD’s and DVD’s to ensure they worked correctly.
* Packed items and placed labels on each box to the correct address.

3/2016-5/2016

Hennes & Mauritz, Edison, NJ

# Sales Advisor

* Answered customer concerns and assisted with location of products.
* Ran full clothing racks from fitting room, placing clothes in appropriate aisles and garment cared as necessary.
* Covered fitting room while fellow employee went on break.

 3/2015-6/2015

Staples, Iselin, NJ

# Sales Associate

* Walked around aisles to assist customers and find solutions to their needs.
* Assisted customers as backup cashier when line was full and responded to phone calls as necessary.
* Packed out new items including in clearance and placed in appropriate aisles.
* Cleaned bathrooms when dirty and picked up trash around the store.
* Emptied all trash cans in back of store that were full into dumpster.

9/2013-1/2014

Macy’s, Woodbridge, NJ

# Support Associate

* Took clothes off line and hung on appropriate racks.
* Stripped plastic from clothes off Z-racks.
* Broke down cardboard and compressed using baler.
* Arranged women’s clothes by size and brand and hung on Z-rack.

9/2012-1/2013

Wawa, Woodbridge, NJ

# Customer Service Associate

* Frequently lifted up to 18 lbs., occasionally over 20 lbs., and 30-40 ft.
* Stocked cups and lids in coffee island and at soda machines.
* Refilled drinks at the cooler and rotated crates to ensure correct exp. date order.
* Swept/mopped the bathrooms and wiped the mirrors.
* Cleaned the glass inside/outside of building.

11/2010-1/2011

Target, Edison, NJ

# Softlines Sales Associate

* Established and maintained order in department resulting in increased sales.
* Responded to backup cash register calls and handled 10 customer requests per shift.
* Answered customer questions over the phone.

 **Education:**

* 2008-2009 Edison Job Corps Academy, Edison, NJ