

Samuel Jones

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Store Manager with a background in process improvements, logistics, and operations with 3+ years of experience managing expectations and delivering results for retail management and leadership in both public and private sector settings.

Delivers a breadth of knowledge in staffing requirements, employee management, store management, and customer service through history as an assistant store manager delivering exceptional services that garnered recognition from senior management. Possess extensive knowledge in Retail Management, Strategic Planning,

Compliance, Sales Forecasting and Work Scheduling. Career supported by classes in Network Engineering and Education, tactical training in the Marine Corps Reserves, and retail management training.

Graduated from Capella University with a Bachelors of Science in Information Technology.

- Operations Management
- Process Improvements
- Logistics Management
- Resource Management
- Training and Development
- Policies & Procedures
- Strategic Planning
- Team Management
- Staffing Requirements

Authorized to work in the US for any employer

Work Experience

Reserve Supply Chief

23RD Weapons BN - Austin, TX

January 2015 to Present

Serving in the Marines for 9 years, I have been a part of 5 units across the continental US, as well as work in Okinawa, Japan. Currently stationed in Austin Texas for monthly, weekend drills.

Coached, developed, mentored, and motivated over 50 Marines over my career to include job proficiency training and professional development. With a background in warehouse management and supply chain logistics, I have executed over a dozen field expedient supply chains reporting directly to the commanding officer respective to their operations. During my Marine Corps career, I have held responsibility for over 2.5 million dollars' worth of government assets. Assisted senior leadership by providing reports of accomplished tasks that were given to me, and self-assigned tasks that required no supervision.

My accomplishments include,

- Navy Achievement Medal.
- Marine Unit Commendation Award.

Contractor

Spectrum/ National OnDemand INC - Raleigh, NC
October 2022 to November 2022

Responsibilities included

- Analyze RF levels to determine if there are issues with a customer's services and repair any issue identified.
 - Close out all jobs with proper codes.
 - Independently stay on top of new technology in the field.
 - When necessary, establish connections from tap to customer equipment.
 - Verify that all services listed on a work order are functioning properly.
 - Demonstrate the use of installed equipment to the customer.
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- Lifting up to 80 lbs at a full range of motion
 - Hand digging a trench for a bury drop
 - Ability to climb a ladder
 - Ability to deal with heights and confined spaces like an attic
 - Ability to work outdoors in the elements
 - Ability to utilize proper safety equipment at all times

Data Manager

Rocky Mount Preparatory - Rocky Mount, NC
June 2022 to September 2022

I assumed the role of data manager in June of 2022. Responsibilities included working with a number of information systems including Swift K-12, PowerSchool and School Mint. My role was two-fold in supporting the 100+ staff with software issues, and hardware issues. Specific IT infrastructure management included Google Admin, Active Directory, and Cisco Meraki. My secondary role at Rocky Mount Prep included providing direct hardware support to the staff.

- Provided technical support to staff needing password/log in assistance for PowerSchool, a student database system.
- Managed School mint by auditing, adding, and removing student records, as need. School Mint is a student enrollment system.
- Administered new accounts, managed existing users, and removed old users in the Google Admin system.
- Configured new devices and user to be added to our active directory, including username, and password recovery support.
- Monitored backbone infrastructure of school through Meraki including our servers, routers, and switches.
- Assisted technology department by imaging over 30 laptops with Windows 10, including all required updates, drivers. I also configured the laptops with restore points, and remote desktop connections to authorized users.
- Upgraded said 30+ laptops with new solid-state drives, and RAM.

Licensed Insurance Agent

American Income Life - Pooler, GA
February 2022 to June 2022

Currently working remote as a supplemental life insurance agent under commission. I have been with this company for a couple of months but have worked independently for a year in 2020.

- Typically make 100 calls a day from company generated leads.
- Conduct presentations over Zoom to an average of 4 clients per day.
- Presentations include no-cost benefits to union members such as teachers, fire fighters, and police.
- Work is done from a mobile, and web-based applications that include call disposition, scheduling, and various report generation.

Inventory Control Specialist

NORTHWESTERN HOSPITAL - Chicago, IL

April 2021 to July 2021

During this role, I served the hospital infrastructure by providing logistics support to the departments in the hospital, but also to our outlining clinics across the greater Chicago area. I was contracted by Cardinal Health for 3 months to provide support during Covid surges. My main mission there was to supply these vital services with necessary PPE to allow them to continue to see patients. My duties included,

- Receiving supply requests from email (Outlook) and fulfilling those requests in a timely manner.
- Support clinics and departments by streamlining supply chain operations, reorganizing existing supply items, and identifying outdated inventory.
- Given tasks at varying intervals, with predetermined deadlines, and completed those tasks with minimal, or no supervision, which included supply room organization, utilizing data in the form of queries, and spreadsheets to conduct research on supply items.

KPMG/KMI Warehouseman

MARINE CORPS LOGISTICS BASE - Albany, GA

January 2018 to December 2020

After my time on active duty orders for the Marines, I resumed my duties in the Reserves, and was recruited by KMI to continue inventory work on the base as a government contractor. My work started in open lots, inventorying various armor, including Humvees, MRAPs, 7-Tons, LAVs, and AAVs. I was tasked to assist other groups working on the base because of my extensive experience in the Marine Corps logistic chain. Finally, my work concluded in the weapons warehouse on Marine Corps Logistics Base. There I had to gain additional security clearances to be able to conduct our inventory. The inventories included various small arms, optics, and crypto gear. My main responsibilities included.

- Executed inventories accurately, and efficiently.
- Ensured all policies and procedures were met to maintain the integrity of the inventory.
- Conducted various troubleshooting techniques to reconcile discrepancies in the inventories.
- Aided teammates in the form of coaching, syntax, and language of Marine Corps inventory policies.
- Found creative ways to resolve equipment failures, and lack of supplies necessary to complete the inventories.

Supply Clerk 3051, Supply Tech 3041, Marine Lance Corporal, Reserve

MARINE CORPS LOGISTICS BASE - Albany, GA

January 2017 to December 2018

Active Orders

Arriving at MCLB in July of 2017 my work started with prepping for the FY18 inventory. My training began with several week courses on GCSS (Global Combat

Support System). Learning to navigate the program and implications of the logistic move from DPAS (Defense Property Account System) to GCSS. I was tasked out with groups of Marines to begin counting MK under 100K. By showing proficient knowledge in my MOS, I was able to help train new augmented Marines

in November. This training included NSN knowledge, warehouse layout, proper inventory execution, and proper record keeping. In February of 2018 I continued to execute proficiency and was one of two Marines selected to conduct 3041 Supply Tech work. My training included DPAS instruction and my roles in DPAS are Physical Inventory Manager, and Warehouse Technician.

- Ensured proper serial numbers were accounted for during inventory counts.
- Properly tagged serialized inventory with FY18 documentation.
- Remained flexible and adaptive as my team was moved multiple times to different warehouses.
- Able to create locations and containers in DPAS.
- Able to conduct location moves in DPAS.
- Able to conduct causative research for a NSN in DPAS.
- Able to conduct reconciliations for a NSN in DPAS.
- Able to conduct DHHS for a NSN in DPAS.

Inventory Personnel/Forklift Operator

KIPPERTOOL COMPANY - Gainesville, GA

January 2016 to December 2016

At Kippertools my primary job was to assist my supervisor in ensuring that the warehouse was accounted for, and to assist production in meeting order quotas.

- Took product from receiving and put that product in the correct location.
- Resolved inventory issues by various cycle counts.
- Utilized a Windows Mobile scanner to assist me in my duties such as, updating counts, moving items from and to a location, and performing item history research.
- Operated a forklift following all safety protocols and procedures.
- Ensured that all PPE (Personal Protective Equipment) were used in their respective manner.

Server

BUFFALO WILD WINGS - Gainesville, GA

January 2016 to December 2016

As a server I ensured the happiness of customers and assisted kitchen operations in making a pleasurable experience for the guest.

- Greeted customers and sat them according to the seating chart.
- Ensured that the customer went without need.
- Able to cater to the special needs of customers.
- Pushed franchisee promotions to our clientele.

Inventory Personnel

CONTINENTAL/DHL - Gainesville, GA

January 2016 to December 2016

Charged with the duties of maintaining the 750,000 sqft. facilities inventory counts.

- Cycle counted the entire building every quarter.
- Performed inventory audits.
- Assisted the tire pickers by providing alternate tire location in the event of a shortage.
- sorted and returned orphan tires.

Assistant Store Manager

DOLLAR TREE - Rocky Mount, NC

January 2014 to December 2015

Drove the continued success of store operations through recruiting, hiring, training, and developing up to 10+ store associates in both operations and merchandising. Recognized for ability to work effectively within a fast-paced environment requiring grace and a calm demeanor in high-pressured situations and received training for potential promotion to store management.

- Co-managed store functions including opening, closing, ordering, freight processing and all day-to-day store activities.
- Protected and secured all company assets, including store cash.
- Assisted with the management of sales forecasting, work scheduling, payroll hours, and productivity.
- Assisted store manager in evaluating, recruiting, hiring, training, motivating and counseling Dollar Tree associates.
- Ensured that all associates had completed required training guidelines while maintaining a favorable training environment.
- Maintained standards of merchandising presentation and store signage to maximize sales.
- Provided leadership and direction to associates as appropriate to include utilization of daily planner and index cards.

Waiter / Trainer

PRIME SMOKEHOUSE - Rocky Mount, NC

January 2014 to December 2014

Learned all aspects of new menus and specialties; transitioned to training 3-5 new employees in systems and requirements due to excellent service and history of meeting customer expectations while handling cash, bussing tables and inputting orders.

- Gained a reputation for putting guests at ease, managing large cords, and maintaining composure in stressful situations.
- Maintained a history of providing clear, polite, and positive communication with diverse guests and co-workers to ensure seamless order placement and a positive guest experience.

Paraprofessional

WHITE COUNTY SCHOOL SYSTEM - Cleveland, GA

January 2013 to December 2014

Delivered and facilitated a variety of educational activities as directed by a middle school teacher in classrooms with up to 40+ students. Assisted middle school students with test preparation, engaging them in a learning environment to achieve success.

- Guided students in math, science, English and additional coursework to achieve a thorough understanding.
- Worked with faculty and staff to develop action plans to facilitate the learning process. Engaged students and parents in an environment fostered by creativity and communication.

Team Lead/Operations Manager

JAPANESE STEAKHOUSE - Burlington, NC

January 2010 to December 2012

Managed operations including running/updating the website, acting as a waiter and host, and overall assisting with management and operational requirements.

- Maintained a professional and friendly environment with customers, subordinates and supervisors.
- Talented at managing a variety of different needs based on day-to-day changes in restaurant staffing and availability.

Education

Bachelor of Science in Information Technology

Capella University - Minneapolis, MN

April 2021 to September 2023

Some College in Computer Networking

Nash Community College - Rocky Mount, NC

August 2014 to May 2016

Some College in Music Education

Trent McConnell College - Cleveland, GA

August 2013 to August 2014

Skills

- Microsoft Office (2003, 2007, 2010, 2013)
- Adobe Products
Microsoft Office Suite (Word, Excel, PowerPoint, OneNote, Outlook)
- SharePoint
DPAS
- GCSS
- FedLog
- Network Engineering
- Computer Networking
- Network Support
- LAN
- Supply Chain
- Microsoft Windows
- DNS
- VPN
- WAN
- TCP/IP
- Operating Systems
- Network Monitoring
- Active Directory
- DHCP
- Ethernet
- SQL
- Technical Support
- Microsoft Windows Server
- Network Firewalls
- Authentication

Military Service

Branch: United States Marine Corps

Service Country: United States

Rank: Corporal

January 2015 to Present

Service includes serving across the country SUP CO CLB 451 CLR 45 4TH MLG RALEIGH , NC : DET 2 SUP CO CLB 453 CLR 4 4TH MLG ALBANY , GA : MAINT CO CLB 451 CLR 45 4TH MLG ROCK ISLAND , IL : H&S CO CLB 451 CLR 45 4TH MLG CHARLOTTE , NC I will be stationed at WPNS CO 1/23 4TH MARDIV AUSTIN, TX by 2024. I have supervised, mentored, counseled, trained, and professionally developed hundreds of Marines during my 9 years of service.

As a warehouse clerk, supply manager, warehouse chief, and supply administrator, I have been accountable for over 10 million dollars worth of equipment over my career.

Certifications and Licenses

Forklift Certification

Life & Health Insurance License

July 2023 to July 2024

State of TX life and health license.

Assessments

Technical support — Proficient

August 2022

Performing software, hardware, and network operations

Full results: [Proficient](#)

Call center customer service — Proficient

April 2022

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

Attention to detail — Proficient

April 2022

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

Full results: [Proficient](#)

Technical support — Proficient

May 2021

Performing software, hardware, and network operations

Full results: [Proficient](#)

Technical support: Customer situations — Proficient

August 2022

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Management & leadership skills: Planning & execution — Proficient

May 2022

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Written communication — Proficient

May 2022

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Work style: Reliability — Completed

January 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Completed](#)

Customer focus & orientation — Proficient

April 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Mechanical knowledge — Proficient

August 2022

Understanding and applying mechanical concepts and processes

Full results: [Proficient](#)

Customer service — Proficient

January 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

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