

# Jourdan Kania

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**OBJECTIVE:** To secure a position within a career that will allow me to use my strong communication and organizational skills, customer service background and my ability to work well with others.

## **SUMMARY OF QUALIFICATIONS:**

- Excellent communication, team management and problem solving skills
- Ability to set and meet commitments and deadlines in a timely manner
- Proficient in Microsoft Word, Excel and PowerPoint
- Customer service excellence
- Inventory management

## **EDUCATION:**

Wayne State University, Detroit, MI Current  
Pursuing Bachelor's Degree in Public Relations

## **EXPERIENCE:**

Meijer Sterling Heights, MI 10/2014- Present

### **Electronics / Photo Lab / Customer Service / Inventory Coordinator**

- Operate, trouble shoot, and maintain photo kiosks
- Fulfill in-store and online photo orders
- Resolve photo lab order issues
- Fulfill cash register transactions
- Stocking and merchandising
- Manage incoming phone calls
- Process refunds
- Monitor and control Inventory
- Investigate Inventory discrepancies and make corrections
- Tracking and reporting nonconforming product
- Responsible for overseeing physical inventories of a department
- Shrink control

Great Lakes Auto Sales Highland Park, MI 06/2012- Present

### **Customer Service Agent / Sales Administrative Assistant**

- Auto Sales/Financing
- Auction bidding- Buying/Selling
- Compliance Auditing of all Auto Sale files

- Online Marketing
- Ordering, picking up and dropping off of parts
- Billings- account payable/receivable
- Repo notices
- Managing incoming phone calls

Wendy's Sterling Heights, MI

08/2011-05/2012

**All Positions**

- Fulfill cash register transactions
- Drive-thru
- Sandwich Station
- Stock supplies as needed for all stations