

ATHAN NWAPA-JOURDAN

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PROFESSIONAL SUMMARY

Hardworking employee who is enthusiastic about learning. Bringing a desire to positively influence others to the software development industry while hoping to improve upon myself and the projects I work on every day.

EXPERIENCE

July. 2023 - Sep. 2024
Los Angeles, CA

Bakery Associate, Ralphs

- Maintained a high level of product knowledge to effectively assist customers with their questions and concerns.
- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Produced high-quality baked goods including breads, pastries, and cakes consistently meeting customer expectations.
- Followed recipes and production schedules to ensure timely delivery of fresh products.
- Managed inventory levels of baking ingredients and supplies to minimize waste and control costs.

December. 2021 - June. 2022
Bloomington, IN

Delivery Driver, Autozone

- Safely and punctually delivered auto parts to local automobile stores from large distributor. Pulled parts off store shelves to fill customer orders. Checked parts computer for stock items and initiated special orders. Recommended
- Selected and helped locate and obtain out-of-stock products based on customer requests.
- Kept records of pickups and deliveries and obtained necessary signatures and receipts.
- Determined quickest and safest routes for delivery by using effective planning and organizational skills.
- Inspected vehicles before each trip to assess safety and identify maintenance concerns.

**September. 2021 -
December. 2021
Bloomington, IN**

Server, Amigos Mexican Restaurant

- Worked with POS system to place orders, manage bills, and handle complimentary items.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Bussed and reset tables to keep dining room and work areas clean.
- Used slow periods to restock supplies, ice trays, and delivery bags.
- Checked identification for minimum age for sale of alcoholic beverages.
- Maintained order efficiency and accuracy through clear communication with kitchen staff earning numerous recommendations from satisfied customers.

**October. 2019 - March. 2020
Indianapolis, IN**

Food Preparation Worker, Bucceto's Smiling Teeth Pizza & Pasta

- Made food according to standard recipes with requested changes for customer satisfaction.
- Set up and prepared cooking supplies and workstations during opening and closing to maximize productivity.
- Used culinary and cutlery tools to prepare foods for cooking or cold dish presentations.
- Learned other teammates' work tasks to train as backup. Organized and re-stocked various stations and self-service items. Coordinated and oversaw food handling following procedures and sanitation standards.
- Measured, mixed, and cooked ingredients following directions and nutritional restrictions.

**Jan. 2018 - Jan. 2019
Los Angeles, CALIFORNIA**

Head Counselor , Saken Summer Camp

- Maintained updated list of emergency contact information and child's health information in case of emergencies.
- Organized different types of activities to enhance physical and intellectual development.
- Led indoor and outdoor activities to entertain and occupy children.
- Communicated positively with children and guardians.
- Studied and took notes from parents about food allergies to understand ingredients and requirements to keep children safe.
- Taught children to organize toys, wash hands, and share by leading by example.

**October. 2017 - December.
2017
Los Angeles, CA**

Office Clerk, Pacific Shores Mortgage

- Responded to inquiries from callers seeking information. Completed clerical tasks such as filing, copying, and distributing mail.
- Leveraged accounting software to manage expenses and keep track of finances.
- Scheduled office equipment repair and maintenance to extend equipment lifespan and prevent unplanned downtime.

EDUCATION

Present	Associate of Applied Science:Software Development
	• Ivy Tech Community College of Indiana, Indianapolis, IN
May. 2018	Diploma
	• Loyola High School, Los Angeles, CA

SKILLS

Team problem-solving	<i>Expert</i>	Sprite Editing	<i>Experienced</i>
Baking	<i>Experienced</i>	Customer Service	<i>Expert</i>
MS Excel/Access	<i>Skillful</i>	Interpersonal Leadership	<i>Expert</i>
Child Care & Mentorship	<i>Expert</i>	Python	<i>Beginner</i>

LANGUAGES

Spanish	<i>Proficient</i>	English	<i>Native speaker</i>
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COMMUNITY SERVICE

VOLUNTEER WORK

Tutoring (2014) – Tutor High School Placement Test preparation program for inner city seventh and eighth graders.

Food Bank (2015 – 2018) Recorded over one hundred hours of community service feeding the less fortunate & homeless at Union Rescue Mission in Downtown Los Angeles.

Eldercare (2017 – 2018) Caring for, feeding, and facilitating enrichment activities for the elderly in the home, 3 times a week for 6 months.