

Jordan Jacobs

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A recent supply chain graduate with years of experience in sales, technical skills, and customer service. I am driven young professional that is highly adaptable and a quick study looking for a full-time employment opportunity to enhance my knowledge, develop professionally, and be part of a team-oriented environment.

EDUCATION

Western Michigan University - Haworth College of Business

Kalamazoo, MI

Bachelor of Business of Administration

Major: Integrated Supply Management – Ranked 5th on Gartner's Top U.S Supply Chain Programs

Minor: Business Analytics

RELEVANT COURSES/TECHNICAL SKILLS:

Microsoft Office Suite, Minitab, SAP/ERP, CAD, Tableau, Python, Rapid Miner

Engineering Graphics, Quality Assurance & Control to Mfg., Process & Materials Mfg., Supply Management, SAP/ERP Systems, Six-Sigma Problem Solving, Production Management & Control, Sourcing & Purchasing, Supply Chain Logistics, APR, Marketing & Sales Law, Mfg. Productivity Technology

WORK EXPERIENCE

Manager/Lead Bartender

December 2019 - June 2020

Tin Can, Kalamazoo, MI

- Utilized high levels of resource management and multitasking abilities to quickly fill drink orders, oversee staff, and give customers the best experience in a fast-paced establishment.
- Opened bar at the grand opening, as well as constructed the liquor, beer, and wine layout behind the bar to ensure optimal workflow and efficiency.
- Accountable to close out all drawers, settle batches, close out all voids, comped merchandise, and sales checkout reports, negotiate with vendors and maintain state liquor regulations.

Bartender

July 2016 - December 2019

Library Kitchen and Tap house, Kalamazoo MI

- Trained new employees in all aspects of the job, including customer service, use of equipment, drink preparation, inventory management, and upselling techniques.
- Introduced new cocktail promotions that were popular with customers and increased sales during promotions.
- Managed and monitored weekly liquor order.

Bartender/Lead Server

June 2014 - July 2016

University Roadhouse, Kalamazoo, MI

- Coordinated and organized floor layout for waitstaff prior to shift start to optimize sustainability throughout the night as well as ran the back of house wheel to make sure food produced out of the kitchen was up to company standards and distributed in the correct order.
- Aided managers in improving area of operations by sharing customer feedback and contributing new ideas.
- Informed customers of drink specials and used suggestive and upselling techniques to increase the number of specialty drinks ordered every night.

Sales Associate

June 2013 - June 2014

Menards, Kalamazoo, MI

- Sold and ordered merchandise for contractor and customers then ensuring customer satisfaction with materials an installation.
- Consulted installation process of products with staff, private contractors, and customer feedback to create proper course of action to establish procedures are implemented.
- Organized contracts with distributors to maintain an acceptable shipment timeframe.

ORGANIZATIONS

APICS

May 2019- Present

ACSM

May 2019 -Present

