

Jordan Harper

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Career Experience

Skills

Operating Systems: Windows 7/8, Windows 2000 Professional, Windows XP Home Edition

Software Skills: Microsoft Word, Excel, PowerPoint, Microsoft Office Project.

Electronic Skills: Repair and maintenance of electronic and mechanical drives, construct circuits from diagrams, DC/AC Circuitry, able to instruct customers on proper operation of equipment, knowledge of soldering, schematics and troubleshooting

Education

ITT Tech – Orange, CA

Associate of Science in Electrical Engineering Technology

Candidate: September 2015

Courses Completed: Solid State Devices, DC-AC Electronics, Introduction to C Programming, Computer Structure and Logic, Digital Fundamentals, Introduction to Networking, Integrated Circuits

May 2012 – September 2012

Sears Automotive

Commercial Account Manager

Solely responsible for obtaining as well as maintaining new commercial accounts in the automotive field as well as taking care of current commercial accounts. Since my employment Sears has not seen such a growth in the commercial at my store in many years. I am capable of obtaining new accounts as well as keeping them loyal to the business. I am recognized for my exceptional customer service skills that keep customers returning. Responsible for the CSA (Customer Service Associates) underneath my leadership as well as the technicians in the back shop. Responsible for the front and back shop from cleanliness to how a shift and part orderings are completed as well as breaks taken. Responsible for 8-12 employees at a time.

July 2011 - May 2012

Firestone Complete Auto Care

CEMTS (Customer Experience Manager of Tire Sales)

Ran a one million plus a year auto repair shop. Majority of the time I solely ran the auto repair shop which on a daily basis included managing the auto mechanics from tech GSR to Master Technician. Responsible for managing 6-9

employees daily. Responsible for getting vehicles in and out of the shop in a timely manner as well as ensuring customer experience was satisfactory for every customer. Responsible for ordering and receiving the correct parts the first time around. Signing customers in and out of the shop. Handle any parts or customer issues that may arise as well as any employee needs that may need to be handled. I was the safety coordinator for this shop as well. In a one month's turnaround of my employment at this shop I brought this shop out of a negative profit to a positive profit of \$20,000 due to my past relationships with various vendors and customers that I had brought into our shop.

November 2010 - March 2011

Red Rocks Amphitheatre, Co

Auditor

Responsible for reconciling every transaction for every concession stand as well as local merchants. Either ran the major events by myself or with one other auditor. Red Rocks Amphitheatre was never off on transactions after I had reconciled any differences while I ran the shift.

March 2009 - October 2010 Advanced Auto Parts

Lakewood\Littleton, Colorado

Commercial Parts Pro

Capable of obtaining new business and retaining a current customer base in the automotive industry. Provided the freedom along with the responsibility to create new business and worked hard to become known as "the person" in my area for the commercial customers to solely deal with if you wanted above and beyond the typical auto parts supplier. Provided support to ensure ongoing account management and follow-through to meet and exceed customer expectations. Proven track record of analyzing data, developing and implementing strategic courses of action, and improving financial expectations. Weekly inventory of shipping and receiving automotive parts anywhere from 10-15 pallets as well as stocking and pulling various parts. Excellent communication skills and a competitive drive with an automotive background.

September 17th 2008 - February 2009 Yum Brands Inc.

Denver Regional District, Colorado

Assistant General Manager

Responsible for managing 7-9 employees as well as shift managers during a given shift. Responsible for labor and food costs as well as maintenance costs. Open and or close a very busy food restaurant 5-6 days of no less than a 10-11 hour work day. Responsible for cross training employees as well as turning trouble stores around. Responsible for daily reports and inventory. Daily upkeep and maintenance of store(s) inside and out.

September 20th, 2007 - September 14th, 2008 City of Rancho Cucamonga

Rancho Cucamonga, California

Public Services Technician III

Certified Scheduling Coordinator with the CAISO (California Independent System Operator). The California ISO is a not-for-profit public-benefit corporation charged with operating the majority of California's high-voltage wholesale power grid.

Completed training for WREGIS (Western Renewable Energy Generation Information System). WREGIS is a renewable energy registry and tracking system for the Western Interconnection. Assists the public the phone and at the Engineering counter; processes forms, service applications and plans necessary for establishing electric services; receives, logs in and routes plans. Responds to inquiries in person and by phone and provides information related to

municipal utility procedures, policies and functions. Reviews service applications and plans for compliance with City and applicable codes and standards; calculates and collects fees in accordance with established fee schedules; verifies final inspection clearances for all City requirements; determines that all fees have been paid prior to establishment of electric service; processes refunds to applicants. Maintains municipal utility records; retrieves active and inactive customer information from databases and other customer files; inputs permit information into computer files. Signs off on permits for new meter installations for new construction sites and/or tenant improvements. Photocopies documents and drawings; maintains supplies including service applications, forms and related documents. Coordinates inspection scheduling for Engineering Division and maintains radio communication.

November 4th, 2002 – September 2007 Commerce Energy Group
Costa Mesa, California

Metering/MDMA/Settlement Analyst

Metering Coordinator – Previous title until more responsibilities were added. Responsible for reviewing contracts before they are signed as well as addressing any metering needs that may not have been included within the contract. Responsible for pricing meters for installation and/or to bring accounts online. Responsible for purchasing meters and metering equipment. In Coordination with UDC's on DASR metering issues. Downloading and importing metering data. Inquiring with the appropriate MDMA's on any missing data and validating data. Responsible for updating various Departments on data/account changes/updates. Involves inquiries on usage and account information with various MDMA's. Create and send major reports to the CEO, COO, Sales Dept., and Billing Dept. Create and send reports to DASR for proper input for meter owner, MSP, MDMA, and metering fees. Reconcile accounts with database; prepare reports for major customers and many internal reports as requested by upper management. Responsible for assigning trouble call sites out to our designated MSP's and making sure the issues/problems and all communications between the meter at the site and or the meter and meter cell phone unit and/or related metering equipment are fully operational before dismissing the site as being resolved and re-assigning any sites that may need further work performed. Ability to react to change productively and perform other essential tasks assigned. Ability to enter data accurately using MS Word, Access, and Excel. Ability to accurately and organize, file and maintain records and files. In coordination with major customers and suppliers. Maintain records and record information on inventory meters in-house and our off-site warehouse as well. Ship meters and accessories to customers and prepare for installation. Record meter location and tracking of all meters. Responsible for training the Metering Assistants, assigning projects and tasks, and reconciling work for accuracy. Also in coordination with field technicians and assisting in re-programming meters and/or trouble shooting and/or resolving communication issues. Review all Vendor, MDMA, and MSP Invoice's and reconcile all charges for proper payment, as well as Invoicing and passing charges on to our CA Customers. May 2007 I accepted another role/position in the company as a Settlement Analyst. This responsibility was added to my current job description. A Settlement Analyst is responsible for Daily collection, verification and validating of Distribution Loss Factors and Load Profiles. Responsible for collection, validation, editing, and estimation of Meter Read Data. Responsible for aggregation of Meter Data for CAISO Settlement by settlement date. Responsible for the Quality Assurance on aggregated data as well as the Provision of aggregated data to scheduling coordinator for CAISO Settlement. Programs utilized: Advanced Level 3 Access, proficient in MS word, Advanced Excel Level 3, PowerPoint, MS outlook, and Acrobat Reader, as well as XP knowledgeable. I have completed Bridge Track and Goldmine Training as well. Certificates of completed classes via New Horizon's. Trained on how to scan and index documents using the Liberty program.

February 3rd, 2006 – June, 2006 Commerce Energy Group
Costa Mesa, California

Trade Show Manager/ Marketing Coordinator

Trade show manager consists of identifying trade shows the company should be participating in, redesigning our booths, table tops, displays, etc. Trade show manager also includes company branding and trade marking along with protecting our logos, as well as coordinating shows that we are committed to attending to and/or sponsoring. Responsible for managing marketing materials such as shirts, promo items all the way from designs, to purchasing, & up to inventory levels. Responsible for coordination of all marketing campaigns which entails making sure every department and/or person involved is hitting and keeping their deadlines along with making sure they have all materials that are needed. Also Responsible for coordination of all company events. Completed several Marketing and Creative Marketing classes.

December 25th, 2000 –November 4th, 2002 Commerce Energy Group
Tustin, California

Quality Assurance Analyst

Primary responsibilities were to analysis & dissemination of all billing transactions for UDC's. Identify erroneous transactions, formulate course of action for correction & problem resolution & implementation. I have superb research ability and EDI experience. I also have the ability to handle multiple tasks & projects; as well as common sense & logical thinking with creativity. I have been trained in Access & Excel, Ms Outlook & Word. I am able to create & maintain daily reports, I have excellent math & communication skills (oral and written) & I show great attention to detail.

June 2000 – Dec. 2000 Commerce Energy Group
Tustin, California

Billing Analyst

As a Billing Analyst daily duties include downloading and validating data via the internet, resolving incorrect billing data and running the billing program off of Microsoft Access. Resolving problems that may occur during transmission between the UDC's and CEC and I have acquired the necessary skills to excel in this position. Programs used are MS Outlook, MS Word, MS Excel, and Ms Access.

March 2000 - June 2000 Commerce Energy Group
Tustin, California

Insides Sales Representative

Daily duties included cold calling perspective customers trying to pursue them to take advantage of our services. I had the opportunity to communicate with a wide variety of customers on a daily basis. I found this a constant challenge due to all people are different, leading to different thoughts and opinions. The time I have spent at CEC has been a daily learning process which I have found informative and fulfilling, providing a great work environment, with professional employees.

Education

9th to 11th Grade Robert A. Millikan High School, Long Beach,
California I was given the honor of being named the Top 10% Of America's High School Students, known as "Who's Who Of America's High School Students".

12th Grade

Conifer Colorado High School, Conifer, Colorado

I was named the top 5% of America's High School Students.

Some College Courses

References are available on request.

