
170 CENTRAL PARK DRIVE COLDWATER, MI 49036, COLDWATER, 49036 •
JAYPARKER170@GMAIL.COM • 269.830.37031

JEREMY PARKER

Customer Service Representative

PROFESSIONAL SUMMARY

Detail-oriented Customer Service Representative with over 6 years of experience in technical and security operations, adept at integrating customer service with high-end technological solutions. Excels in order management, problem-solving, and maintaining precise records, leveraging strong ERP system skills to enhance customer interaction and satisfaction. Committed to streamlining communication across manufacturing and sales departments to ensure operational excellence and customer retention.

EMPLOYMENT HISTORY

INFORMATION SECURITY ENGINEER

Dec 2021 - Aug 2024

Magnit - Consumers Energy

- ♦ Streamlined security systems development and integration
- ♦ Pioneered waste reduction and process automation strategies
- ♦ Facilitated cross-functional collaboration between technical and non-technical teams including third party vendors
- ♦ Led comprehensive security review meetings to assess project viability
- ♦ Managed security intake projects, serving as primary contact
- ♦ Resolved issues through problem solving and Root Cause Analysis (RCA)
- ♦ Improved processes to increase customer satisfaction by approving designs in a more efficient manner.

SECURITY ANALYST INTERN

May 2018 - Dec 2021

Consumers Energy

- ♦ Improved security operations leveraging operational intelligence
- ♦ Fine-tuned security processes for ongoing system refinement
- ♦ Addressed security procedure violations with effective mitigation plans
- ♦ Undertook risk analyses to establish robust security countermeasures

ASSISTANT STORE MANAGER

Oct 2011 - May 2018

Eagle Rentals DBA Rent-A-Center

- ♦ Managed customer inquiries, ensuring seamless service
- ♦ Resolved customer complaints, enhancing satisfaction and retention
- ♦ Maintained accurate and timely order management, improving operational efficiency
- ♦ Analyzed ERP data, providing valuable forecasting insights
- ♦ Coordinated solutions across teams, demonstrating strong problem-solving skills

STORE MANAGER

Aug 2007 - Jan 2011

Tally Rents

- ♦ Ensured seamless service by managing customer inquiries
- ♦ Fostered customer satisfaction by resolving complaints
- ♦ Maintained accurate purchase order management
- ♦ Coordinated freight based on PO instructions
- ♦ Reviewed ERP data for accurate pricing and forecasting insights

DA RECEIVING CLERK

Aug 2007 - Jan 2011

Wal-Mart Distribution Center

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Aug 2021

University of Phoenix

SKILLS

Order Management, ERP Systems, Customer Communication, Documentation, PO Management, Conflict Resolution, Multitasking, Communication, Attention to Detail, Process Automation, Microsoft Office, Problem Solving, Report Preparation, CRM Software, SAP.