




CONTACT

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PROFESSIONAL SUMMARY

Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth, self-improvement, and efficiency to meet company needs and increase service value.

SKILLS

- Financial management
- Customer service
- Time management
- Problem-solving skills
- PowerShell scripting
- Phishing awareness
- Attention to detail
- Network security

JALEN EDMONDS



EXPERIENCE

Front End Supervisor Kroger - Chesapeake, VA
05/2020 - Present

- Resolved customer inquiries and complaints in a timely and professional manner.
- Kept checkout areas clean and organized by delegating tasks to team members.
- Assisted in overseeing accurate and efficient operation of cash registers.
- Coached and mentored team members to ensure proper performance and customer relations skills.
- Trained and mentored team members to achieve front-end operational goals.
- Instructed staff on how to handle difficult and complicated sales.
- Authorized payments and merchandise returns
- Maintained the functionality of registers and self-checkouts, fixing technical issues with them as well.
- Managed daily scheduling and coordinated staff assignments to optimize workflow and customer service on the sales floor.
- Facilitated communication between staff to ensure clarity on shift expectations, break times, and any changes to schedule, contributing to a cohesive team environment.



EDUCATION

Bachelor of Science (B.S.): Cyber Security Candidate
Old Dominion University - Norfolk, VA, US, Expected graduation 05/2025

Associate in Science (A.S.): Cyber Security
Tidewater Community College - Chesapeake, VA, 05/2022



REFERENCES

References available upon request