

BENNIE JESSIE JR.

Haines City, FL

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A dependable, responsible advocate for success with 8 years of experience in retail business customer service management, accounting, clerical work, event planning and administrative tasks. An excellent team player with a positive and enthusiastic attitude, dedicated to achieving results and milestones with a proven track record of delivering exceptional results and fostering strong relationships. Committed to upholding high standards of professionalism and integrity in all aspects, thriving in fast-paced environments always eager to take on new challenges and opportunities for growth. Seeking ways to improve processes and exceed expectations.

EXPERIENCE

TITLE I PARENT LIAISON

PARTNERS IN EDUCATION

OASIS VOLUNTEER COORDINATOR

Liberty High School | Poinciana, FL

2023 – **PRESENT**

ATTENDANCE MANAGER

Lake Region High School | Eagle Lake, FL

2023 – 2023

ADMINISTRATIVE ASSISTANT

Greater Work Ministries | Winter Haven, FL

2017 – **PRESENT**

Supervise the church office to support church leadership and members with various administrative tasks. Responsibilities involve handling phone calls, organizing schedules, filing, and managing email correspondence. Additionally, perform basic bookkeeping tasks such as entering time-sensitive data, maintaining accounting ledgers, documenting journal entries, and creating financial statements.

CUSTOMER SERVICE MANAGER

Publix Supermarkets | Champions Gate, FL

2020 – 2023

Oversee the entire customer service department at store level managing, coaching and supporting overall growth and business/departmental development. Review, approve and deny timecards as necessary. Maintained knowledge of business processes, data analysis, logistics and IT. In addition to overseeing the customer service department at the store level, responsible for guiding and mentoring team members, fostering a positive work environment, and ensuring that customer satisfaction remains a top priority. Involves analyzing data to identify trends and opportunities for improvement, coordinating with various departments to streamline processes, and staying informed about the latest technologies and systems to enhance operational efficiency. By actively engaging in the management of the team and staying attuned to the evolving needs of the business. Supervise customer service supervisors to guarantee accountability in the cash office.

SUBSTITUTE TEACHER

School District Osceola County | Kissimmee, FL

2020 – 2022

CUSTOMER SERVICE SUPERVISOR

Publix Supermarkets | Davenport, FL

2017-2018

Provided outstanding customer service to each customer by possessing in-depth knowledge of products and services, ensuring welcoming and positive interactions. Enhanced customer trust through attentive listening to their needs and providing relevant feedback. Managed cash office tasks, such as creating drawers, conducting pickups, making bank deposits, and reconciling balances at the end of each day.

RETAIL ACCOUNTANT

Publix Supermarkets | Lakeland, FL

2018-2020

Established and maintained analytical reporting service for stores, focusing on areas such as stock loss, cash loss, fraud, and incident reporting. Assisted in developing, applying, and upholding corporate policies and procedures. Verified and rectified data entries at the store level to guarantee precision, while liaising with stores and department managers.

EDUCATION

HIGH SCHOOL DIPLOMA

Ridge Community High School

JUNE 2017

SKILLS

- Business Management
 - Cashflow planning and management
 - Microsoft Office
 - Keyboarding Skills
 - Opening/Closing Procedures
 - Organization
 - Event Planning
 - Liaison
 - Bookkeeping
 - Exceptional communication
 - Clerical
 - Cash Handling
 - Supervisory
 - Data Entry
 - Marketing
 - Public Relations
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