**[Customer Service Store Manager](https://www.postjobfree.com/resume/adz6zt/customer-service-store-franklin-park-il)**

**Location:**Franklin Park, IL

**Posted:**October 06, 2023

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**Resume:**

JERMAINE J. GOMILLIA

Jermaine.gomillia@gmail.com (773)817-6850 Chicago, Il 60614

Summary

In search of a position that will allow me to exercise my area of expertise, display my leadership skills as well as enhance the opportunity for growth and stability.

Extensive background as a Paralegal Asst. Throughout my career, I have demonstrated my loyalty, commitment to excellence and solid work ethic. I am confident that I will make an immediate and long-term contribution to your company. I have been committed in providing professional assistants for Attorneys and Paralegals throughout the Chicago land for the past 18years. I am a dedicated individual geared to doing my best on every possible aspect of my life.

I am constantly looking for ways to improve my communication, efficiency, and accuracy skills. I am a multifaceted person who works well under pressure. In past positions, I have identified ways to enhance my team’s work ability and troubleshooting skills.

Skills

Word, Excel, CPI, CPA, USPTO, IP Master, Word Perfect, Computer Patent Annuities, Sales

High Energy: Extra effort in all aspects of the job. Display great effort in meeting program and/or job expectations, always maintain a positive attitude.

Experience

03/2022 – Current

Jewel Food Stores Chicago, IL Store Manager

Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.

Inventory tracking and physical inventory counts to minimize loss.

Balanced sales reconciled cash and made bank deposits to facilitate opening and closing duties.

Generated repeat business by responding to customer concerns with friendly and knowledgeable service.

Oversaw inventory management through cycle counts, audits and shrinkage control.

Strengthened workflow productivity by hiring, managing and developing top talent.

Completed thorough opening, closing and shift change functions to maintain operational standards each day.

Exceeded team goals and resolved issues by sharing and implementing customer service initiatives.

01/2008 - 08/2020

Novak & Macey LLP, Il Chicago, IL Law Clerk/Docket Clerk

Prepare PCT application for filing.

Review court file and identify status.

Interface with court personal.

Prepare and submit legal reports.

Prepared Dockets and Renewals

Preparation & Legalization of Power of Attorney.

Correlated, Copied, and filed correspondents accordingly.

Provided Clerical & Administrative duties when required.

Provided status up-dates when Attorney or Paralegal where unavailable.

Advocate/Court liaison/Litigation.

Front Office Services.

Used company templates to prepare subpoenas and correspondence for clients.

Developed organization systems for filing contracts, agreements, court documents, legal records, reports and agendas.

Conducted client meetings to discuss and gather key information necessary for upcoming depositions and arbitrations.

Attended depositions, gathered information and filed complaints regarding cases.

Supported leadership by participating in team meetings and workshops to identify process improvements and quality measures for training.

Partnered with management to conduct individual training needs analysis for required coaching and training.

Delivered training to staff members and quality assurance teams while managing employees to maximize performance.

Improved training program effectiveness while monitoring, evaluating, and recording initiatives to deliver management feedback for corrective action planning.

04/1999 – 05/2017

Avanti Staffing Inc Chicago, Il. Docket Clerk

Assisted firm Attorney's & Paralegals.

Provided administrative and clerical support.

Submit case status, and up-dates to Judicial Personnel.

Coordinated court documents.

Create & Process docket files in CPI database.

CPA system auditor.

Prepared CPA annuities.

Review daily docket calendar for actions due.

Advised supervisors, judges and other office members on records, case status and other developments, alerting of approaching deadlines and procedural requirements.

Education and Training

International Academy of Design & Technology

Bachelors of Arts in Video Production 10/2022

Certification: Crisis Intervention-S.C.A.T

01/2005