

Jonathan Barnes

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SUMMARY: A well-rounded professional with several years of diverse work experience, including a recently obtained certificate in HVAC. I am currently enrolled in the Biotech Career Foundations program through Bioversity and the Massachusetts College of Pharmacy and Health Sciences and seeking a scientific operations role in the biotech industry. Hoping to build and advance a career in life sciences, I am eager to put my customer-centric approach, dependability, and problem-solving to work for you.

BIOVERSITY: The Biotech Career Foundations certificate program, designed and taught in partnership with the Massachusetts College of Pharmacy and Health Sciences, provides a comprehensive curriculum including practical hands-on training to prepare people for early-career scientific operations roles. During the eight-week course we received training in typical equipment and supplies found in a lab, EHS, inventory management, shipping and receiving, gas cylinder safety, and hazardous waste management. We also practiced professional behavior such as attendance and timeliness, professional communication skills, and cultivating interviewing skills.

**WORK
EXPERIENCE:**

Allbirds

Sales Ambassador (October 2022 – August 2023)

- Maintained significant floor presence while serving as a point of contact assisting customers with getting products or relaying store information
- Operated point-of-sale systems to efficiently process transactions, demonstrating proficiency in using technology to maintain accurate financial records.
- Reviewed and organized stock room to accurately manage inventory, ensuring optimal product availability and efficiency in restocking procedures.

Chipotle

Line Cook (June 2021 – February 2022)

- Provided excellent service to approximately 350 customers per 8-hour shift.
- Resolved customer issues in a professional manner.
- Learned and applied company policies and procedures in all work processes and customer interactions.
- Maintained equipment and dining area in a fast-paced environment

Target

Sales Associate-Seasonal (August 2020 – February 2021)

- Maintained up-to-date product knowledge and in store location.
- Assisted customers with electronic and in-store purchases.
- Resolved customer inquiries and facilitate flawless communication

EDUCATION:

Bioversity – Biotech Career Foundations

Certificate Program - May 2024

Benjamin Franklin Institute of Technology

Certificate in HVAC – May 2023

Fenway High School

Diploma – June 2019

**SKILLS &
ABILITIES:**

Problem Solving: Quickly resolved point-of-sale technical challenges, sustaining efficient store flow and satisfaction of customer needs. Consistently displayed up-to-date product knowledge and in store product location. During my JV Basketball coaching role, I am continuously identifying problems spontaneously and coming up with gameplans to overcome them.

Dependability: In all my roles, each day, I show up and put forth the best version of myself. Trusted to close a retail store alongside managers, executing end-of-day tasks to maintain store security, cleanliness and organizational standards. Managed inventory and restocked supplies, minimizing product shortages. Efficiently completed daily store tasks asked of me without direct supervision.

Communication: In my retail roles I provided clear, attentive communication and personalized service to customers, making shopping experiences easier. Throughout my coaching role I am constantly providing clear, constructive communication to rally the team together and/or give guidance to my players.

**AWARDS,
RECOGNITION,
ACTIVITIES:**

Volunteer Tour Guide at the Boston Museum of Science (2016 – 2017)

Volunteer Tech Boston JV Basketball Coach (2024 – Present)

OSHA 10 Certification

EPA Universal Certification