**Ja’Quis McIvery**

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**PROFILE**

I recently completed Bioversity’s Biotech Career Foundations certificate program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After five years of professional experience in customer service, I am eager to leverage my transferable skills, technical training, and passion for biotechnology innovation to transition into an early-career lab operations role.

**Relevant Technical Training**

* Safely working in hazardous environments
* Hazardous chemical identification and classification
* Familiarity with inventory management, pipetting, gas cylinder safety

**Professional and Transferable Skills**

* Communication Skills: Strong communication has helped me adapt, collaborate, and provide excellent service, especially at SunRun, where I engaged customers and fostered teamwork.
* Customer Service: Developing a strong work ethic, teamwork, and patience as a cook helped me stay calm under pressure and handle fast-paced environments.
* Inventory Management: Managing inventory at Stop & Shop improved my attention to detail and efficiency, ensuring item availability and customer satisfaction.

**EDUCATION**

**Bioversity – Biotech Career Foundations** May 2025

Certificate of Completion

**Norwood High School**  September 2018 – June 2022 *Diploma/Graduate*

**EXPERIENCE**

**Moving Agent, Wayland, MA**

Mayflower Moving Company July 2024 – August 2024

* Formulated strategic delivery plans to ensure safe and efficient transport of products to customer locations, resulting in 100% on-time deliveries
* Executed successful deliveries with outstanding customer service, leading to consistent positive feedback and numerous client recommendations.

**Project Manager, Worcester, MA**

SunRun March 2024 – July 2024

* Influenced prospective clients to invest in solar products, increasing customer conversion rates within the region.
* Strengthened elevator pitch techniques through consistent door-to-door outreach, boosting success rates and customer engagement.
* Led local sales efforts, consistently surpassing monthly sales targets and contributing to a growth in regional revenue.

**Cashier, Norwood, MA**

Stop & Shop Grocery Store May 2020 – July 2021

* Handled inventory levels by efficiently restocking products during shifts, maintaining well-organized shelves, and ensuring accurate stock counts to prevent shortages or overstock.
* Collaborated with team members to advance checkout time management, reducing wait times and enhancing the overall shopping experience.
* Supervised expiration dates of items and removed expired goods, helping maintain store quality, customer comfortability and compliance with health and safety standards.