# JORDAN AVERY — Page 2 (extended experience)

*Use this page when you have 10+ years to show, or when the job posting asks for detail. Otherwise the 1-page versions are the stronger choice.*

**Earlier experience**

- Customer Service Representative — City Utilities (2017–2019): handled billing questions and payment plans for 60+ customers a day; top-quartile satisfaction scores 6 quarters running.
- Retail Team Lead — Home & Hardware (2015–2017): led a team of 6, ran stock counts, and covered scheduling for a store doing $2M a year.

## CERTIFICATIONS

- OSHA 10-Hour Construction Safety
- First Aid / CPR (current)
- Notary Public, Missouri

## VOLUNTEER

Habitat for Humanity build days, 2021–present. Youth softball assistant coach, 2023–present.