

Joven Decarne

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Authorized to work in the US for any employer

Work Experience

Sales Concierge

Freedom Forever-Las Vegas, NV

June 2024 to September 2025

- Primary contact for homeowners and sales reps post-financing
- Supported solar projects from creation to completion
- Communicated via phone, text, email, and chat
- Provided status updates and answered customer questions
- Collected and submitted utility bills for project setup
- Tracked project progress using internal tools and CRMs
- Followed up on tasks to keep projects moving forward
- Resolved issues or escalated them as needed
- Informed sales reps of key updates and milestones
- Ensured smooth transitions through each project phase
- Maintained accurate records and communication logs
- Delivered timely, professional customer service
- Assisted with clearing holds and unlocking project steps
- Clarified next steps and managed customer expectations
- Balanced multiple projects and priorities daily
- Collaborated with internal departments to move projects forward
- Created internal tools and scripts using Python, HTML, and JavaScript
- Built Chrome extensions to automate workflows and reduce manual steps
- Developed custom tools to improve support for sales reps and customers
- Improved team efficiency by identifying needs and building tech solutions
- Contributed to process optimization through automation and innovation

Sales Floor Associate

Ross Dress For Less-Las Vegas, NV

May 2023 to June 2024

Customer service

Helping customers with items
Covering other crew members
Giving breaks
Stocking shelves
Facing shelves
Fitting room
Security
Sorting clothing
Putting away clothing
Moving furniture
Cleaning spills

Insider

Marco's Pizza-Las Vegas, NV
October 2022 to February 2023

Closing store
Customer service
Using Computers
Answering phone calls

Preparing meats
Preparing vegetables
Preparing dough

Cleaning dishes

Stocking
Preparing hot food
Using machinery

Meat Department Clerk

CE Lovejoys Market-Bend, OR
May 2022 to July 2022

Preparing meat
Customer service
Cleaning dishes
Cleaning department
Pressure washing department
Designing menus
Stocking shelves
Stocking freezer
Stocking cooler
Unloading the racks
Unloading shipments
Checking dates
Updating prices
Sales
Labeling goods

Deli Crew

CE Lovejoys Market-Bend, OR
February 2022 to May 2022

Making food
Preparing meat
Customer service
Cleaning dishes
Cleaning department
Designing menus
Stocking shelves
Stocking freezer
Unloading shipments
Checking dates
Updating prices
Sales
Labeling goods

Fred meyers Courtesy Clerk

Fred Meyer-Warrenton, OR
September 2021 to February 2022

Physical work
Walking
Customer service
Cashier
Janitorial duties
Bagging
Go backs
Stocking
Cleaning
Helping customers
Finding items in store
Scan guns

Wendy's Crew Member

Wendy's-Warrenton, OR
March 2021 to August 2021

Crew member
Customer service
Handling money

Education

GED

Clatsop Community College-Warrenton, OR
December 2020 to June 2021

Skills

- Organizational Skills
- Web layout design
- Kennel experience
- Cashiering
- Food Service
- Social media content marketing
- Video editing
- Computer Operation
- Agile software development
- Food Safety
- Google Analytics
- Calculus
- Social media strategy (5 years)
- Research
- Computer science
- Java
- GitHub
- Git
- Game development
- Guest services
- Software coding
- Account management (1 year)
- Instagram
- Social media marketing
- Administrative experience
- Software engineering
- Microsoft Word
- Graphs (data structure)
- Google Sheets
- SaaS
- Computer networking
- Team management
- Dog handling
- Data entry
- Customer communication
- Social media analysis
- Data science
- Communication Skills

- Adobe Premiere
- YouTube (2 years)
- Computer hardware
- Software development practices
- Graphic design software
- X (Twitter)
- C++
- Computer Skills
- Customer Service
- Custodial Experience
- .NET
- Computer graphics
- Time Management
- Python
- Writing skills
- Web design
- Software testing
- Typing - Average typing speed (60-80 WPM)
- Digital design
- Canva
- Google Docs
- Customer support ticket management
- Phone communication
- Heavy Lifting
- TikTok
- Social media content creation
- Content creation
- Community management
- Visual Studio
- Teamwork
- Algebra
- Software development - Software development experience (6-10 years)
- Large-scale user base software development - Largest user base software developed for (1-10,000 users)
- Teaching
- Attention to detail
- Office experience
- Logo design
- Application development
- Social media content
- Windows

- Cleaning Experience
- LinkedIn
- Web development
- Grammar Experience
- AI
- Cash Handling
- C#
- Software troubleshooting
- Social media management
- JavaScript
- HTML
- Computer literacy
- Customer relationship management
- Team development (4 years)
- C
- Version control

Languages

- English - Expert

Certifications and Licenses

Food Handler Certification