

# Johnnie Florez

## Administrative Assistant - R&R Express

Northglenn, CO

jay293x@gmail.com - 720-340-0352

Friendly Sales associate adept at working in diverse retail and customer service environments. Hardworking, and focused on greeting

all customers in a friendly, welcoming manner. Seeking added responsibilities to help restaurant operations run smoothly. Food

service worker with exceptional interpersonal skills. Looking for a position with growth opportunities. Precise customer service skills.

Outgoing familiar with cash and food handling procedures. Have strong communication and time management skills. Continually

maintains a positive attitude while interacting with demanding clients.

### WORK EXPERIENCE

#### Electronics Lead

K-Mart - Thornton, CO - October 2014 to Present

##### Responsibilities

I would clean up the electronics area and make stock look nice, always checking inventory for customers, I would explain to customers about the different models and brand TVs, explain and help customers with lease-n-go's, and layaway payments and pick ups. Always helping a customer with what they need out of my department. I would greet customers all the time, being able to relate to the customers problems and get what they needed with no problem with hands on experience. Locating and getting grills, lawn mowers, fridges, freezers, washer and dryers for customers. Taking calls daily with customer needs even if it has to be out of store help is needed to get every customers needs.

##### Accomplishments

I was very dependable and reliable because i knew what needed to be done everyday without being asked to do so, or if there was a specific job that needed to be done i was the one to get for it. I was excellent at providing great customer service with a lot of knowledge of the sales floor and would always try bringing customers back with the rewards program with a high sign up percentages and helped them retrieve their rewards program if they have forgot it.

##### Skills Used

I demonstrated skills in which I would always have to keep it cool and help out customers and their specific needs through tough situations with items being lost and always doing whats best and to help solve the customer problems that rise. I would help the customer in every way i could even if they weren't satisfied and maintain a positive attitude and personality with customers and other co-workers all the time.

#### Administrative Assistant

R&R Express - Northglenn, CO - July 2013 to July 2014

80234

- Created detailed expense reports and requests for capital expenditures.
- Managed office supplies, vendors, organization and upkeep.
- Directed guests and routed deliveries and courier services.

- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Maintained a clean reception area, including lounge and associated areas.
- Compiled company information and related material and distributed it to candidates.
- I worked for a small family owned trucking company, to gain administrative, and a variety of other valuable skills to further my goal oriented career choices.

### **Crew Member**

McDonald's - Broomfield, CO - December 2012 to May 2013

80020

- Greeted customers entering the store to ascertain what each customer wanted or needed
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal clientele.
- Assisted customers with food selection, inquiries and order customization requests.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Maintained cleanliness and presentation of stock room and production floor.
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.
- Recommended alternative items if product was out of stock.

### EDUCATION

#### **High School Diploma in education**

Pathways High School - Thornton, CO

### ADDITIONAL INFORMATION

#### Skills

- Friendly and helpful -Organized multi-tasker
- Proficient in cash management -Good with numbers and math
- Excellent communication skills -Fast and efficient service worker
- Flexible -Skilled upseller
- Customer service-oriented -Late night shift availability
- Accurate and detailed -Restaurant operations
- Dedicated team player -POS systems expert
- Works well under pressure
- MS Windows proficient