

Douglass Johnson

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Summary of Qualifications

Seeking a position where I can utilize my communication and interpersonal skills. I have a strong work ethic and am successful working in teams or individually. With strong attention to detail and an upbeat personality, I am driven to learn more daily to apply to my unique skill set.

Skills and Assets

- Always Prompt
- Quick learner
- Willing to stay late to accomplish goals
- Problem solver
- Strong hand tool and power tool experience
- Strong communication skills
- Proficient with computers/technology programs
- Strong leader
- Strong Ability/Willingness to follow instructions

Work Experience

Metro Transit

Diesel Technician Intern

St. Paul, MN

November 2015 to June 2018

- Hands on mechanic operating with heavy machinery
- Maintain and repair buses
- Comply with company safety standards
- Full vehicle inspection including but not limited to: brake systems, engines, transmissions and steering mechanisms
- Complete work orders by running diagnostics against bus, evaluating and resolving the issue

BMW

Car wash/ service agent

Bloomington, MN

June 2014 to Present

- Clean and park customer serviced and company vehicles
- Operate manual and standard vehicles
- Meet and greet customers
- Provide exquisite, hands on customer service
- Liaison for the customer to ensure all their needs/concerns are properly addressed

Avis/Budget

Service Tech

Bloomington, MN

August 2012 to February 2013

- Operate automatic and manual vehicles
- Clean rental cars in a speedy manner while complying with company standards

McAlister's Deli

Shift Leader

Jonesboro, AR

October 2010 to August 2012

- Delegate daily tasks to deli employees.
- Conduct training for personnel as needed.
- Determine food portions.
- Direct and coordinate activities of workers.
- Ensure food items are presented properly.
- Greet customers in a professional manner.
- Inspect facilities or equipment for regulatory compliance.
- Inventory stock to ensure adequate supplies.
- Investigate and resolve customer complaints and inform manager.
- Modify work procedures or processes to meet deadlines
- Monitor worker performance
- Oversee work progress to verify safety or conformance to standards
- Provide excellent customer service and answer customer questions about food items.
- Recommend improvements to work methods or procedures
- Resolve or assist employees to resolve work problems and inform manager as needed.
- Schedule employee work hours
- Promoted from Dishwasher to Shift Leader

Kohl's KBS

Manager of Janitorial Work & Sales Associate

Jonesboro, AR

September 2011 to August 2012

- Supervise store cleaning crews.
- Work with and director janitors with cleaning all areas of the store to meet company standards.
- Answer customer questions in a professional manner.
- Arrange clothing and make sure all tables and racks are in proper order.

Sam's Club,

Cart Associate

Jonesboro, AR

September 2008 to August 2009

- Gather carts throughout the store and stage for customers
- Assist guests by carrying heavy merchandise to their car.
- Provide excellent customer service.

Education**A.A.S. degree in Medium/Heavy duty trucking**

Hennepin Technical College

- Honors Graduate
- GPA: 3.4

Graduation Date: May 2018

Brooklyn Park, MN 55445

Certifications/Special Considerations

- Forklift Operator Certified
- Class B license
- Class A permit
- A/C Type II Certified