

FORCÉ JOHNSON

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314-230-3841

St. Louis, Mo 63138

SUMMARY

To maintain and/or increase customer satisfaction and contribute to the company's success. With five years of customer service experience in a fast-paced environment . A resourceful customer service representative who consistently meets and exceeds customer expectations. I have a proven capacity to troubleshoot issues to resolve them quickly. High level of professional that maintains patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

SKILLS

- Listening skills.
- Fast Learner.
- Energetic work attitude.
- Conflict resolution
- Critical thinker
- Conflict resolution
- Customer service
- Fast
- Problem solving

EXPERIENCE

BARBER | 07/2018 to Current

Level Barber and Beauty Shop - St. Louis, MO

- Examined hair texture and condition to determine appropriate treatment.
- Maintained updated knowledge of industry products and chemical composition structure and properties.
- Designed and recommended home hair care regimens and treatments to meet individual customer needs.
- Responded to customer inquiries and consultations by phone, email and in person.

WAREHOUSE ASSOCIATE | 07/2019 to 06/2020

Amazon - St. Louis, MO

- Recognized defective material and reported issues to management to facilitate prompt resolution.
- Examined incoming and outgoing shipments, rejected damaged items and appropriately recorded any discrepancies.
- Monitored work areas for cleanliness and functionality and removed obstacles to promote safe work environment.
- Met team goals by partnering with staff to share and implement best practices.

CASHIER AND INVENTORY | 01/2016 to 05/2018

Save-a-lot

- Assisted with completing end-of-day counts and securing funds to prevent loss or theft.
- Worked closely with front-end staff to assist customers and maintain satisfaction levels.
- Inspected items for damage and obtained replacements for customers.
- Learned roles of other departments to provide coverage and keep store operational.

RECEPTIONIST | 08/2014 to 10/2017

MOKAN - St. Louis, MO

- Greeted visitors, assessed needs and directed to appropriate personnel.
- Communicated with contractors to organize meetings, conferences, and building contracts on behalf of office management.
- Delivered administrative support to team members, including making copies, sending faxes, organizing documents and rearranging schedules.
- Answered and directed incoming calls using multi-line telephone system.

BARBER | 07/2011 to 11/2016

314 Barber Shop - St. Louis, MO

- Clipped and sheared hair into diverse cuts and fades for numerous customers daily.
- Sanitized workstations and salon equipment to reduce risk of infection.
- Selected hair colors, products and services based on customer preference and individually designed hair care plan.
- Styled and designed traditional and contemporary hairstyles for men and women daily.

CLEANING TECHNICIAN | 03/2012 to 10/2014

Boss Brothers cleaning Co

- Kept bathrooms in clean, functional condition, wiping glass surfaces, counters, walls and sinks, scrubbing stalls, cleaning toilets and tidying storage shelves.
- Completed custodial rounds, including sweeping and vacuuming, glass cleaning and trash collecting.
- Wiped down various surfaces using approved cleaning products to prevent growth of bacteria and viruses.

**EDUCATION AND
TRAINING**

Leonard's Barber College - St. Louis

Diploma/License

Barber Training, 2011

Beaumont Cte High School - St Louis, MO

High School Diploma

05/2006

- Member of the academic express.
- 3.2 GPA

REFERENCES

Yaphett El-amin. President of Moka 314-807-7590

Talib Deen Ceo of Boss Brothers Cleaning CO 314-398-2587

Ms. Teresa Manager of Save-a-lot 314-335-0796

Mr. Ramone Shop owner of The Barber Lounge 314-226-7412