

# John Pope

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Dedicated and hardworking professional with four years of leadership experience at Taco Bell and 2 years of expertise as a Brand Associate at Old Navy. Currently working as a receptionist for H&R Block. Seeking to leverage my diverse skill set in customer service, leadership, and retail operations to contribute to a dynamic team and excel in a new role.

Authorized to work in the US for any employer

## Work Experience

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### **Client Services Professional**

H&R Block - Longmont, CO

January 2023 to Present

- Exceptional communication skills for effectively interacting with clients and colleagues.
- Proven ability to manage phone systems, directing calls and providing information.
- Strong organizational skills, ensuring a smooth flow of daily office operations.
- Demonstrated customer service experience to create a positive and welcoming atmosphere.
- Experience handling client inquiries and providing accurate information.
- Detail-oriented and capable of maintaining confidentiality with sensitive information.
- Familiarity with administrative tasks such as scheduling appointments and managing paperwork.

### **Old Navy Brand Associate**

Old Navy - Loveland, CO

September 2021 to November 2023

- Provide exceptional customer service, assisting customers with product selection, sizing, and inquiries.
- Maintain store appearance by organizing merchandise displays, restocking shelves, and ensuring cleanliness.
- Process transactions accurately and efficiently using point-of-sale (POS) systems, achieving high cash-handling accuracy.
- Collaborate with team members to meet and exceed sales targets.
- Participate in visual merchandising activities, ensuring the stores visual standards are met.

### **Shift Leader**

Taco Bell - Fort Collins, CO

May 2016 to May 2020

- Led a team of 3-7 employees during shifts, overseeing restaurant operations, and ensuring a smooth workflow.
- Trained and supervised new team members, fostering a culture of excellence and teamwork.
- Delivered exceptional customer service by addressing and resolving customer inquiries promptly, always working to increase customer satisfaction scores.
- Managed inventory and food supplies, minimizing waste through efficient ordering and rotation.
- Enforced safety protocols and maintained a safe working environment.

- Maintained high standards of cleanliness and sanitation, consistently achieving "A" ratings in health inspections.

## Education

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### **High school diploma**

Centennial High School - Fort Collins, CO

August 2016 to July 2019

## Skills

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- Cash Handling (5 years)
- Cashiering (5 years)
- Food Preparation (4 years)
- Food Service (4 years)
- Cleaning Experience (4 years)
- Shift Management (2 years)
- Supervising Experience (2 years)
- POS (5 years)
- Food Safety (4 years)
- Food Handling (4 years)
- Cooking (4 years)
- Kitchen Experience (4 years)
- Kitchen Management Experience (2 years)
- Food Production (4 years)
- Restaurant Experience (4 years)
- Upselling (5 years)
- Serving Experience (5 years)
- Merchandising (5 years)
- Windows
- Retail Sales (2 years)
- Sales (2 years)
- Leadership (3 years)
- Merchandising (2 years)
- Office management
- Supervising experience
- Organizational skills
- Typing
- Cash handling
- Cash register
- Upselling

- Shift management
- Front desk
- Customer service
- Phone etiquette
- POS
- Data entry
- Administrative experience
- Communication skills
- Clerical experience
- Windows

## Assessments

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### **Scheduling — Proficient**

March 2024

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

### **Retail customer service — Proficient**

April 2022

Responding to customer situations in a retail setting

Full results: [Proficient](#)

### **Attention to detail — Proficient**

April 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

March 2024

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.