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Objective: Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

EDUCATION

High School

Bassick High School
Bridgeport, CT
2016

Training Direct

Bridgeport, CT
Certified Nurse's Aide 2017

Skills

Professional

Highly organized - Planning & preparation - Managing time – Troubleshooting- Negotiating skills - Adaptability and ability to work under pressure- Initiator

Listening skills - Customer engagement - Working with others- Proactive - Self-disciplined - Articulate - Tenacious

Customer service

Relationship building
-Complaint Procedures - Positive language -Telephone techniques Effective questioning- Managing objection- Customer satisfaction

Personal

Experience

August 2016 – January 2017

Giant Food, Rockville, Maryland-

Cashier

Cashier

- Delivering an exceptional cashier service through excellent customer servicing, sales and transactional processing.
- Performing basic math computations, such as addition subtraction, and division.

FROM FEBRUARY 2017- 2022

FedEx: . working as a delivery driver

Making sure everything is delivered at the end of the day.