

# Kira Johnson

Milliken, CO 80543

[kiramjohnson12@gmail.com](mailto:kiramjohnson12@gmail.com)

970-391-8576

- Customer Service Representative with 15+ years of customer service experience, including 8+ years of management
- Strong communication, interpersonal and presentation skills
- Strong leadership skills: able to prioritize, delegate tasks, and make sound decisions quickly while maintaining a focus on the bottom line
- Skilled in cultivating positive relationships with clients and colleagues creating a positive work environment
- 6 years of Human Resources programs such as Kronos, ADP and PeopleSoft. Familiar with I-9 processing and filing.

## Work Experience

---

### **SALES MANAGER**

HARBOR FREIGHT TOOLS

November 2016 to January 2018

### **FREIGHT FLOW LEADER**

DICK'S SPORTING GOODS

June 2014 to November 2016

### **ADMINISTRATIVE ASSISTANT**

DICK'S SPORTING GOODS

July 2010 to June 2014

## Education

---

Green Valley High School - Henderson, NV

## Skills

---

ADMINISTRATIVE ASSISTANT · Prepare and review operational reports and schedules to ensure accuracy and efficiency · Set goals and deadlines · Acquire, distribute and store supplies · Analyze internal processes and recommend and implement procedural or policy changes to improve operations · Hire and terminate personnel · Resolve customer complaints and answer customer questions (6 years), INVENTORY MANAGEMENT · Examine shipment contents and compare to manifest to verify accuracy · Pack, seal and label to prepare for outgoing shipping · Process inventory cycle counts to confirm accuracy with current on hands records (3 years), MANAGEMENT · Provide customer service by greeting and assisting customers and responding to customer inquiries and complaints · Direct and supervise employees engaged in sales, inventory tasks, cash handling, or in performing services for customers · Monitor sales numbers and set goals for achieving positive results · Staffing and

scheduling employees to best benefit the business (8 years), SALES · Greet customers and ascertain what each customer wants and needs · Describe merchandise and explain use, operation, features and benefits and care of merchandise to customers · Recommend, select, and help locate or obtain merchandise based on customer needs and desires · Compute sales prices, total purchases, and receive and process cash or credit payments (10+ years)