

X-Savior Johnson

Jonesville, NC 28642

jxsavior11877_bvc@indeedemail.com

+1 336 667 8573

To be dedicated and motivated to providing Customer Service to customers while maintaining customer satisfaction and contribute to company success. I will use my customer service skills to be proficient in my job.

Authorized to work in the US for any employer

Work Experience

Machine Operator

Alkegen (Lydall) - Hamptonville, NC

August 2021 to June 2023

Forklift Operator/Material Handler

Alkegen (Lydall) - Hamptonville, NC

August 2021 to June 2023

Customer Service Representative

Amazon

August 2020 to April 2021

Greet customers warmly and understand the reason for the call, resolve customer complaints via phone, chat, and email, troubleshoot technical difficulties, verify account information, assist in canceling or upgrading accounts, assist with placement of orders, assist with refunds and exchanges of products.

General Laborer

Suncrest Farms - Wilkesboro, NC

May 2020 to August 2020

Work on a line with other labors to salt and package ham according to guidelines from USDA. assist in other areas of the plant as i was needed.

Order Picker

Walmart

April 2019 to January 2020

To obtain grocery orders from customers and shop for their items. Replacements were given upon agreement of customer. Talking with and assisting customers on the floor to find items they need.

My key responsibilities: To maintain customer satisfaction, resolve customer complaints via phone, email, and chat, Cancel or upgrade accounts, Assist with placement of orders, refunds, and exchanges.

Education

High school diploma

Skills

- Customer Service
Time management
Patience
Attentiveness
Goal oriented
Tenacity

Communication

When communicating with customers, I am sure to use active listening skills and be sure I let the customer know I am listening and understand what they need. I can manage my time between different customers and focus on the goal at hand. I pay attention to detail and ensure my patience with each customer.

Leadership

Leadership skills including: empathy, integrity, creativity, active listening, self-awareness and teamwork.