

# Jarmond Johnson

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## Objective

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To use my supervisory experience, work ethic and skills in leadership and communication to be an asset to your company

## Skills

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- Ability to manage staff, responsibilities and priorities in a fast paced, growth-oriented and time-critical environment
- Extensive communication skills
- Ability to effectively respond to and interact with staff at all levels of organization
- Ability to work flexible hours, including weekends and overtime
- Advanced leadership skills and completion of leadership training
- Advanced skills in the following computer applications: Excel, Word, Adobe, Oracle, Rweb, Dish PROMO, and Dish Reporting Systems

## Education

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### Mesa State College ☐ Obtained Associates of Applied Science May 1996

- Major Field of Study - Macroeconomics
- Minor Field of Study - Architecture Design

### Eaglecrest High school ☐ Completed May of 1993

## Experience

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### Assistant Warehouse Supervisor |Capstone Logistics

Sept. 2018 -

#### Present

Capstone Logistics

#### Leadership

- Assist in managing all site activities with an emphasis on safety and efficiency
- Hold weekly safety meetings and ensure associate participation
- Interview, hire, and train new associates
- Supervise timely and accurate data entry for all services performed
- Ensure all associates follow Capstone policies and work rules, including Capstone safety work rules
- Schedule associate shifts based on customer requirements
- Assist in managing site and departmental budget

#### Customer Relations

- Negotiate rates with common carrier representatives
- Ensure customer needs are met on a daily basis
- Document and resolve any customer service or associate issues daily



#### Other administrative duties

- Complete daily closeout, including cash balancing, data upload, and payroll record administration according to Capstone policies and standard operating procedures
- Perform audit of daily labor and billing reports
- Create daily work logs and transmit to corporate
- Write and balance daily bank deposits

### **Assistant Manager | UST Logistics**

**Jan. 2018 - Sept. 2018**

#### Leadership

- Managed daily delivery schedule with emphasis on timeliness and efficiency
- Assisted with the recruitment and hiring of new employees
- Conducted dialing routing and forecasting
- Provided employee coaching and assistance

#### Customer Relations

- Coordinated client relations with an emphasis on communication and accuracy

#### Other duties

- Daily stocking of outgoing furniture and appliances
- Ensured monthly budget adherence

### **Warehouse Manager | Bee Thinking**

**Apr. 2016 - Jan. 2017**

#### Leadership/Operations management

- Managed all daily warehouse operations
- Created operational process for inventory counts and distribution
- Created shipping and inventory tracking processes for all products
- Hired all staff for production line and mill operations
- Managed inventory counts daily

#### Product Construction Support

- Fully constructed and shipped products daily
- Established vendor relations for needed products in production chain
- Forecasted and ordered needed products
- Operated heavy forklift

### **Warehouse Supervisor | DISH Network**

**Mar. 2011 - Feb. 2016**

#### Operations Management

- Managed the operations of three different offices
- Oversaw completion of daily cycle count
- Managed warehouse stocking, purchasing, and payment of vendor invoices
- Ensured proper execution and implementation of all DISH policies and procedures with regard to picking, packing, shipping, receiving, and inventory management
- Conducted on-site inspections to evaluate and coach team members to ensure adherence to safety standards, such as forklift safety and proper stacking/packing techniques



- Hired and evaluated new employees to create high performance teams
- Planned layout of stockroom, warehouse, and other storage areas, considering turnover size, weight, and related factor of items stored

**Senior Provisioner | DISH Wireline (Formerly Liberty Bell Telecom)**  
**Mar. 2011**

**Sept. 2006 -**

Line Maintenance and Support

- Handled all high capacity needs for 10 City Service as Metro Area Provisioner
- Built new line services for residential and business accounts
- Determined services applied to new accounts
- Converted phone line services into Century Link USOC Coding
- Facilitated conversion of all high capacity changes and expansions
- Performed system trucking and circuit creation
- Provided floor support for all agent types

Leadership

- Assisted with training and coaching of new employees

Customer/technical support

- Responded to inbound customer service calls (up to 100 daily)
- Assisted customers with technical questions regarding installation, trouble shooting, and hardware operation, as well as with billing and account inquiries
- Used a consultative approach to educate and offer existing customers additional programming, products and services to enhance their DISH experience

**References**

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Available Upon Request