

# Joi Johnson

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## Professional Objective

Friendly Sales Associate/Hostess adept at working in a diverse retail and customer service environment.

## Education

Calvine High School, Sacramento, CA

Graduated in May 2013

Leadership/Teacher Assistant

## Skills & Abilities

- Exceptional communication skills
- Quick learner
- Food safety certified
- Proficient in customer service
- Retail sales experience
- Extensive food/beverage knowledge
- Positive and friendly
- Honest, trustworthy, and punctual

## Experience

### HOSTESS | OLIVE GARDEN | 09/2015- 11/2017

- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on our beverage lists and restaurant specials.
- Displayed enthusiasm and knowledge about the menu and products.
- Set dining room tables according to the type of event standards.
- Provided friendly and attentive service.
- Present menus, create a personal dining experience, answer questions, and offer information on our menu items, beverages, and the specials.

### SALES ASSOCIATE | KOHL'S | 10/2013-01/2015

- Prepared merchandise for sales floor.
- Maintain constant presence on the sales floor to address customer needs.
- Excellent customer service and interpersonal skills.
- Routinely answered customer questions regarding merchandise and pricing.
- Greeted customers in a timely fashion, while quickly determining their needs.
- Communicate all store initiatives and promotions to the customers to help generate return business.

### SALES ASSOCIATE | DICK'S SPORTING GOODS

- HANDLED MONEY EFFICIENTLY
- ASSISTED CUSTOMERS WITH ANY QUESTIONS THEY MAY HAVE.
- RETURNS, REFUNDS , AND HELP RESOLVE COMPLAINTS
- PROVIDE A SMILE WHEN GREETING CUSTOMERS
- ACHIEVED DAILY WORK GOALS

**SALES ASSOCIATE | TARGET | 09/2018 – 11/2019**

- INCREASE STORE SALES
- MAINTAINING STORE FLOOR APPEARANCE
- KNOWLEDGE OF ALL STORE PRODUCTS
- INVENTORY AND STOCK SHELVES
- PROVIDE SUPPORT TO MY TEAM
- BACKUP CASHIER
- MAINTAIN FITTING ROOMS

**BARISTA | KAISER PERMANENTE | 11/2019-07/2020**

- CASHIER
- PROVIDE FRIENDLY CUSTOMER SERVICE
- MAINTAIN A CLEAN WORKING Environment
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**GREENHAVEN ESTATES ASSISTED LIVING AND MEMORY CARE / Housekeeper**

- Prep food/ Serve food trays
- Get bath and showers ready
- Walk with patients
- Talk to them make and listen , laughs
- Caregiver
- Nutrition Care
- Daily cleaning
- Vacuuming
- Sweeping and mopping
- Working with chemicals properly
- Polishing
- Making resistances bed
- Steam cleaning
- Clothes laundering
- Room tidying and organizing