



Johnny R. Walker

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Professional Profile

Customer service professional with several years experience interacting with the public. Highly qualified in service-based, hospitality positions requiring an emphasis on customer satisfaction in a fast-paced environment. Strong team player and leader. A proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability. Committed to quality performance with an ability to learn new procedures quickly.

Career Achievements

- Demonstrated ability to meet the needs of patrons, dependable, hard working, reliable, and punctual.
- Recognized for long hours, commitment to customers, attention to detail, professionalism, and follow-up.
- Use clear, concise communication skills in conjunction with organizational skills to perform daily duties.
- Work well as a team member or independently.
- Met or exceeded all performance goals to date.
- Commended for dedicated work ethic and rewarded by steady promotions and training in all aspects of work.

Experience

In-Home Care Provider - Manzy Washington (Patient). Oakland, CA

May 2011 ~ June 2013

- Tended to house-bound patient unable to feed or dress herself
- Bathed, groomed, and dressed patient
- Measured and recorded food and liquid intake and output
- Contacted medical facility and department, when necessary, to schedule patient for tests and visits

Customer Service Representative - Volkswagen of Hayward, Hayward, CA

September 2004 ~ January
2009

- Recommended various models of cars to customers, based on customer's specific needs and interests
- Answered questions about car prices, their durability and credit terms
- Appraised equipment and verified customer credit rating to establish trade-in value and contract terms
- Attended sales and trade meetings, and read industry-related publications, to obtain current market condition information, business trends, and industry developments
- Compiled, copied, sorted, and filed records of office activities, business transactions, and other activities

Customer Service Clerk - Food Maxx, San Lorenzo, CA

December 2003 ~
September 2004

- Received sales slip, cash, check, voucher, and charge payments and issued receipts, refunds, credits, and change due to customer
- Learned prices, stocked shelves, marked prices, weighed items, issued trading stamps, and redeems food stamps and coupons
- Monitored checkout stations, issued and removed cash as needed, and assigned workers to reduce customer delay
- Resolved customer's complaints

Education

Diploma, 1979
Castlemont High School, Oakland, CA
General Academic Studies

3 yrs., 1983
Laney College, Oakland, CA
Communications

Certificate, 2013
California Food Handling Corp., Oakland, CA
Food & Beverage Management

Diploma, 1991
Southwest College, Hayward, CA
Commercial Beverage Management

Skills

- 10 Years Restaurant Experience
- 6 Years Janitorial Experience
- 9 Years of Auto Sales Experience
- 5 Years Media Communications (T. V. Production)
- Back and Front Office Operations
- Safety Inspection
- Workflow Management
- Customer Relations
- Everyday Business Etiquette
- Billing
- Staff Supervision/Training
- Complaint/Enquiry Resolution
- End-of-Day Reconciliations
- Records Management
- Process Simplification
- Inventory