

**Janine Y. Johnson**

**6317 College Ave Kansas City MO 64132**

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**SKILLS SUMMARY:**

Leadership: Owner of a café:

Managed employees, kept records of sales and inventory.

Came up with promotions and new menu ideas

Customer Service: Sales representative, computer skills, phone, typing, filing and gave courteous service to the best of my ability

Problem solving: Identified creative solutions to problems

Data Entry: Ability to read or hear information and enter it into computers

Sales: Offer a product or person for sale and influence the mind of the patron

**WORK EXPERIENCE:**

Owner Square Meal Café, 6140 Raytown Rd Raytown, Mo 05/13-05/14

Prepared tasty meals for the residents of Bowen Towers senior apartments to purchase.

Catered and sold delivery meals as well from this facility.

Managed employees, kept records of sales and inventory

Food Service Specialist, KC Public School District, 1212 McGee kc, Mo  
08/2014 to 12/15

Prepare meals for 310 elementary age students. Keep a log of food and refrigeration temps. Serve meals to students and staff. Keep inventory of what is used and needed for predetermined menu.

Customer Service Rep, Convergys, 400 N. Rogers Rd Olathe, KS, 10/12 to 02/13

Take inbound calls from AT&T/ Direct TV customers. Assess their problem & come to a resolution that pleases the customer & the company. Correct incorrect billing. Set up & disconnect services.

**Bartender/ Cook**, Mac's South, 11618 Blue ridge Blvd Kansas City, Mo, 10/07 to 05/12

Make beverages for customers that patronized the bar. Make up new drinks as well as promotions that will show customer appreciation. Handle cash payments & make accurate change for customers. Possess current Mo. liquor license. Cook short orders for customers, mostly fried foods.

**Security/Ticket Taker**, Crowd Systems, 3541 Broadway Kansas City, Mo, 06/08 to 09/08?

Responsible for receiving entry tickets from customers who are attending various concerts and events. Provided crowd control and ushered customers to their assigned seats.

**Rural Carrier**, United States Postal Service  
10501 E 63rd St. Raytown, Mo., 08/07 to 12/07

Provided daily mail service to customers on pre-established route

**Customer service rep/ call center**, Sunflower Repair Service Inc.,  
6855 W. 152 nd terr. Overland park, Ks, 02/07 to 04/07.

Made cold calls to potential clients. Set appointments for our sales representatives to go out to said client & try to make sale.

**Door Woman/ Security**, Sideline Bar and Grill, 8216 Hickman Mills Dr. Kansas City, Mo, 02/2005 to 01/2007.

Accept payments for entry into the establishment. Provided overall security to patrons inside the Bar and Grill

**Waitress**, Club 6902, 6902 Prospect Ave. Kansas City, Mo, 11/2003 to 02/2005

Provide quality customer service to all patrons. Such as providing alcoholic and non-alcoholic beverages by taking orders and bringing the drinks back accurately. Handle cash payments & make accurate change for customers. Possess current Mo. liquor license. Maintain the cleanliness of the establishment.

**Ticket taker**, Crowd Systems, 3541 Broadway Kansas City, Mo, 09/2001 to 09/2003

Responsible for receiving entry tickets from customers who are attending various concerts and events. Provided crowd control and ushered customers to their assigned seats.

**EDUCATION:**

Highest Level of Education, GED

**REFERENCES:**

Marques Simmons, club manager, friend/ employer @ Mac's, Work Phone: 816-763-9400, Cell Phone: 816-916-7698

Nolan Smith, Club Manager, previous employer, Home Phone: 816-765-6136

**ADDITIONAL INFORMATION:**

Veteran: NO

Licenses held: current Mo. Drivers, food handlers & liquor

I have enjoyed being a professional customer service rep for 15+ yrs.

I am looking for full time employment that will last the duration of my workable years.

I have a strong desire to excel & hold various certificates from The Full Employment Council for their Career Readiness courses that I have taken.