

ANGILIQUE JOHNSON

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CUSTOMER SERVICE & ADMINISTRATIVE SUPPORT

PROFILE OF QUALIFICATIONS

- ◆ Leadership Experience
- ◆ Training and Mentoring Team
- ◆ Exceptional Customer Service
- ◆ Administrative Support
- ◆ Clerical/Receptionist Duties
- ◆ Communication and Interpersonal Skills
- ◆ Conflict Resolution
- ◆ Inventory Control of Supplies
- ◆ Data Entry/Interpreting Reports
- ◆ Consistently Meets Quotas/Deadlines
- ◆ High Attention to Detail
- ◆ Ability to Build Relationships
- ◆ HIPAA Compliant
- ◆ Adapts to High Stress Situations
- ◆ Types 40-45 WPM
- ◆ Office Procedures & Operating Office Equipment
- ◆ Microsoft Office: Word, Excel, Outlook

WORK EXPERIENCE AND CAREER PROGRESSION

Guest Service Representative

Simon Property Group: November 2019-Present

- ❖ Act as first point of contact to customers, take calls, and direct customers to the right people
- ❖ Serves as “Seller” function of the Simon Property Group Gift card program, retail products or offerings other payment products, and other programs
- ❖ Increased personal and corporate gift card sales by 5%
- ❖ Generate daily sales and inventory reports with Excel spreadsheet and present to supervisor as needed
- ❖ Resolve customer complaints with less than 50% of complaints escalating to the supervisor or manager on shift

Keyholder Sales Associate

Simply Savannah, August 2018-July 2019

- ❖ Managed the daily operations of a fashion boutique to include opening and closing procedures, cash registering handling and bank runs, inventory management, and directly working with the customers until point of sell
- ❖ Supervised and trained 2 Sales Associates on opening and closing procedures, merchandise placements, marketing of the items and maintaining 100% accuracy of registers
- ❖ Maintained a filing system to compile all store records and processed all deposits weekly amounting in an average of \$5K
- ❖ Continually achieved top sales and increased store revenue by 3% during tenure

Shift Leader-Customer Service Associate

Pilot Travel Center: January 2017-July 2018

- ❖ Shift Lead of 3 associates on duty for each shift
- ❖ Managed shelves and inventory, operated the cash registers, and maintained the overall appearance and cleanliness of the store which serviced 100+ people daily
- ❖ Processed all payments on purchases, gas and other products, whether cash or credit with 100% accuracy

- ❖ Acknowledged and praised for the upkeep of clean and restocked shelves, and auditing inventory when necessary to maintain the highest level of customer satisfaction
- ❖ Prepared and submitted daily sales and inventory reports to General Manager with 100% accuracy

Sales Specialist

Solstice Sunglasses: November 2012-February 2016

- ❖ Managed and operated cashier transactions, exchange/returns, performed inventory counts, processed shipments, prepared cash deposits, assisted store manager with new propositions, and resolved problems 90% of the time before escalating to a manager
- ❖ Appointed to train and mentor all new sales associates on store operating procedures and product knowledge
- ❖ Exceeded daily sales goals and awarded Sales Specialist of the Month in 2014 and 2015

Assistant Manager

Journey's: April 2013-April 2015

- ❖ Assisted Store Manager with daily operational tasks and selling of merchandise, leading a team of up to eight (8)
- ❖ Conducted monthly audits and monthly bulk count of inventory to ensure we met the needs of our customers daily
- ❖ Participated in recruiting and training new part time employees, and ran team meetings when required

Warehouse Packer

Sun Orchard, LLC: October 2009-November 2012

- ❖ Marked and labeled containers, container tags, and products, using marking tools with 100%
- ❖ Verified all orders and ensured all product meets customer specifications
- ❖ Examined and inspected containers, materials, and products in order to ensure that packing specifications were met and reported deficiencies timely to avoid delays
- ❖ Praised by team and supervisor for accurately recording products, packaging, and order information on specified forms and records

Office Assistant

Five Star Accounting Services: January 2009-January 2010

- ❖ Acted as the primary liaison between the company, staff, and office building management, providing information, answering questions, and responding to requests
- ❖ Managed accounting related functions performing general bookkeeping duties, prepared financial statements, expense reports, and assisted with bi-weekly payroll of 30+ employees
- ❖ Managed the company calendar and coordinated internal meetings and off-site events
- ❖ Created and distributed invitations, meeting materials, and assisted with catering set up when needed

EDUCATIONAL QUALIFICATIONS

Bachelor of Science-Health Administration
Daytona State College: *Pending*

High School Diploma
Ridge Community High School, Haines City, FL: May 2008