

Justin Hoffman

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360-454-8873

I am a dedicated worker with full availability. I am willing to work extra hours when needed and cover shifts when co workers need time off. I am a fast learner and am willing to do my job the exact way that you need it done. I am an easy going person who is pleasant to work with and can calmly deal with upset customers/clients. I have ten plus years of customer service experience learned from retail, food service, telemarketing, and receptionist positions.

Authorized to work in the US for any employer

Work Experience

Chick-Fil-A Team Member

Chick-fil-A - Marysville, WA

May 2020 to Present

I work in the kitchen prepping and serving food. I am in charge of keeping many of my food items stocked as well as filling the orders that come to my station. I also keep my station very clean. I have also helped to close the restaurant at night.

Front Desk Agent

Kelly Benson Apartments through Advantage Services Inc.

June 2017 to January 2018

I answered phones for the Manager, I assisted residents with any clerical needs and scheduled appointments. I watched security cameras and notified emergency personnel when needed. I kept the common areas clean and orderly. I helped to run safety meetings and leisurely events for the residents.

Cashier/Customer Service

Walgreens - Taylorsville, UT

September 2016 to June 2017

I ran a cash register and assisted customers with any needs. I ran the photo lab. I performed store cleaning duties and merchandised product. I also assisted the pharmacy during peak hours, helping them ring up customers and take in new prescriptions.

Electronics Team Member

Target - West Valley City, UT

June 2015 to September 2016

I rang up customer purchases and assisted them with finding the best/correct products for their needs. I secured high-value electronics and monitored inventory to help prevent theft. I kept my section of the store clean and orderly. I was also trained to help the grocery department and the guest services desk.

Jimmy Johns Inshop

Jimmy John's Sandwiches - West Valley City, UT

May 2013 to October 2013

I usually ran the cash register but was trained in all departments other than delivery. For the last two months I was a closing manager for two night shifts a week. I was also doing a lot of cleaning and closing duties.

Education

High school or equivalent in General Studies

Hunter High School - West Valley City, UT

August 2003 to June 2006

Skills

- Front Desk (Less than 1 year)
- Guest Service (3 years)
- Reception (1 year)
- Customer Service (10+ years)
- Front Office (Less than 1 year)
- Retail (5 years)
- Microsoft Office
- Inventory Management (2 years)
- English
- Telemarketing
- Retail Sales
- Clerical Experience
- Commercial Cleaning
- Computer Operation
- Typing
- Merchandising
- Computer Skills
- Cash Handling

Certifications and Licenses

Google IT Support

January 2021 to Present

Google IT Support program covers all of the basics of IT support. The course consists of five online classes.

#1 Technical Support Fundamentals

#2 The Bits and Bytes of Computer Networking

#3 Operating Systems and You: Becoming a Power User

#4 System Administration and IT Infrastructure Services

#5 IT Security: Defense Against the Digital Dark Arts

To verify that I Justin Hoffman, have completed all five classes, please visit the URL below.

coursera.org/verify/professional-cert/J6Z5USKZEEDE

Assessments

English Communication Skills: Typing — Familiar

May 2019

Transcribing text using a standard keyboard

Full results: [Familiar](#)

Written Communication — Proficient

May 2019

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Proficient](#)

Reliability — Highly Proficient

May 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

June 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Reliability — Highly Proficient

July 2019

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Front Desk Associate — Highly Proficient

September 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Work Style: Conscientiousness — Proficient

February 2020

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Proficient](#)

Receptionist — Expert

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Expert](#)

Customer Focus & Orientation — Expert

February 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

Airport Customer Experience Specialist @LGA — Proficient

July 2019

Assesses personality traits that result in high-quality customer service.

Full results: [Proficient](#)

Front Desk Agent (Hotel) — Expert

April 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.