



John Guzzetta

CONTACT

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EDUCATION

- Currently Enrolled - Seminole State College
- Graduate of Lyman High School, Longwood, FL

SKILLS

- Astute
- Astute Social
- Social Media Platforms
- Microsoft Office
- Sharepoint
- Multi Phone Lines
- Avaya CMS
- Time Management
- Public Speaking
- Google Analytics
- Sprinklr

STRENGTHS

- Critical thinking and problem solving with attention to detail and self-direction
- Demonstrates the ability to forge, lead, and motivate teams that provide top-quality products, ideas/innovations, and care
- Capacity to multitask and manage numerous priorities with ease and efficiency while fostering the provision of time management and efficiency.

EXPERIENCE

User Experience Content Designer

Publix Super Markets| Lakeland, FL | 08/07/2021 - 02/25/2022

- Researching department needs/pain-points and conducting research to improve the User Experience
- Collaborating with external teams to improve the experience when dealing with external departments
- Collaborate cross-functionally to provide process updates and best practices
- Creating and presenting proposals to company leadership to assist in making, or reinforce, business decisions

Customer Care Supervisor

Publix Super Markets| Lakeland, FL | 02/19/2020 - 12/12/2021

- Leading a team of up to 25 direct reports
- Reviewing and implementing measures to track and improve associate quality of work
- Monitoring department contact levels to ensure accurate coverage
- Served as direct contact with company executives and their reports
- Tracking and managing time and workload of associates

Customer Care Specialist

Publix Super Markets| Lakeland, FL | 10/20/18 - 02/18/2020

- Representing the Publix Executive Office by managing contact through the Executive line.
- Handling sensitive information relating to Publix associates brought forth to the Publix Reporting line.
- Assisting Customer Care Agents in understanding company policies and aiding in escalated calls
- Answering phone calls and resolving customer inquiries and concerns by remaining educated in proposed company changes and crisis situations to serve customers at a premier service level.
- Serving as the voice and ears of Publix while supporting the overall customer experience by conducting proactive research as well as being a trusted resource for customers and team members alike.