

Johnny Arzeta

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Professional Summary

Motivated and dependable professional with strong communication skills, tech fluency, and a customer-first mindset. Seeking a remote customer service position where I can provide quality support, troubleshoot issues, and grow within a team-oriented environment.

Authorized to work in the US for any employer

Work Experience

Sales Advisor

Best Buy

2023 to 2024

- Supported online orders, curbside pickups, and remote consultations
- Helped customers with product recommendations, basic tech troubleshooting, and setup

Customer Service Representative

Walmart

2022 to 2022

- Assisted customers with product returns, payments, and order tracking
- Consistently met performance goals for call resolution and service quality

Customer Service Associate

Amazon

2020 to 2022

- Provided support via chat, email, and phone for orders, account issues, and deliveries
- Utilized tools like Zendesk, Amazon Connect, and internal dashboards to resolve issues

Education

High school diploma

Hammond High School - Hammond, IN

2016 to 2020

Skills

- Zendesk, Salesforce, Microsoft Office
- Calm under pressure and good at handling upset customers

- Conflict resolution, problem-solving
- Google Workspace, Zoom, Slack
- Able to multitask while staying organized and accurate
- Tech-savvy and quick with typing (75+ WPM)