

ZAKIYAH JOHNSON

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PROFILE

Energetic Customer Service Representative with 4+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE, PSEG

2022 - PRESENT – NEWARK, NJ

- Responded promptly to customer inquiries while maintaining a positive, empathetic, and professional attitude toward customers at all times. Maintained records of customer interactions, transactions, comments, and complaints. Processed reconnection orders, applications, and requests.
- Provided professional customer support by acknowledging the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, and following up to ensure resolution.
- Thoroughly communicated with customers by recommending company offerings and services by collecting customer information and analyzing customer needs. Practiced proactive customer outreach by offering support before customers ask for help.

MEDICAL RECEPTIONIST, GRUENWALD AND COMANDATORE MDS

2021 - 2022 – MILLBURN, NJ

- Maintained patient satisfaction by producing quality phone etiquette, providing conflict resolutions, and smooth intake. Kept patient confidence by safeguarding medical records & uphold patient confidentiality as required by HIPAA. Secured personal, medical, and insurance information using medical software.
- Assessed patient peak flows to monitor and improve workflow efficiency. Actively listened to customer concerns, handled situations quickly and directed escalated issues to supervisor when needed. Orchestrated insurance intake & coordinated patient information for billing and insurance processing. Resolved a reoccurring complaint by analyzing forms. Reduced the number of issues by 35%.

CHILD CARE PROVIDER, LOCAL FAMILIES

2020 - 2021 – MAPLEWOOD, NJ

- Developed long term schedules and routines to ensure children have enough physical activity, rest, and playtime. Organized activities or implemented a curriculum that allowed children to learn about the world and explore their interests.
- Assisted with child's mental and emotional development with a variety of age appropriate activities. Discuss areas in need of improvement with parents. Implemented behavior redirection. Kept notes for signs of emotional or developmental problems in children brought potential problems to the attention of parents in weekly.

TEAM LEADER, METROPOLITAN YMCA

2018 - 2020 – MAPLEWOOD, NJ

- Promoted from Junior Counselor to Assistant Coordinator in 6 months by coordinating day to day camp schedules, assisting camp procedures, and opening/closing for staff and campers. Maintained healthy business relations with 50+ parents by ensuring child safety measures, while also maintaining a creative environment for children.
- Assisted in planning camp programs and directing Junior Counselors by developing routines, schedules, and procedures for camp minimize losses and assure procedures are followed. Recruited campers by promoting creative program activities and carrying out a system for staff to utilize brochures and promote camp enrollment. By doing so, camp enrollment increased by 11%

FLOOR LEAD, SKECHERS

2016 - 2018 – LIVINGSTON, NJ

- Trained 5+ associates by developing their skills to become productive team members with excellent product knowledge. Trained them to monitor merchandise stock levels, merchandise presentations. Directed them to ensure selling floor is adequately stocked according to visual standards.
- Performed as a part of a high-performing team to achieve store's sales plan by monitoring the amount of revenue generated on a daily basis. Creating daily agendas and directing selling activities. Reporting key performance indicators and presenting it to managers regularly. Protected store assets and merchandise by adhering to company operation standards. Provided satisfactory service to new guests by routinely inspecting areas for cleanliness, directing employees if necessary. Overrode employee transactions if needed.

EDUCATION

KEAN UNIVERSITY, COMPUTER SCIENCE | ANTICIPATED GRADUATION 2026 – UNION, NJ

COLUMBIA HIGH SCHOOL, DIPLOMA | GRADUATED – MAPLEWOOD, NJ