

Micah C. Johnson

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Product Specialist / Staff Trainer - Automotive Technology

Dynamic, focused, high end customer service professional with over 10 years of experience. A driven individual with proven skills in needs assessment, detailed planning, customer and staff training, and building a loyal clientele base.

Relevant Skills and Attributes

- Maintaining safety and security technology across multiple platforms
- Maintained highest Customer Service Index (CSI) rating from customers by handling customer complaints and specific needs immediately and according to dealership's policies.
- Responsible for informing staff and customers of product changes and their benefits.
- Successfully trained, developed, and interacted with a highly functioning staff across multiple departments.
- Proven High End Customer Service Skills
- Creative Problem Solver
- Technologically Literate
- Staff and Customer Trainer
- Excellent Team Builder and Motivator
- Specialize in Needs Assessment
- Excellent Verbal/Written Communication Skills

Education

Associate Degree in Biology
Associate Degree in Biological and Life Science
Colleges

Texas A&M Corpus Christi
Alamo Community

Experience

- | | | |
|--|------------------------------------|-------|
| • Mercedes Benz of San Antonio
2014-Current | Product Specialist / Staff Trainer | |
| • River City Valet
Current | High End Valet | 2004- |
| • The Broadway Luxury High Rise
Mid 2011-2014 | Head Concierge / Staff Trainer | |
| • Ace Parking
2008-2011 | Hotel Valet Supervisor | Late |

- Trinity Weekday Methodist Elementary After School Program Supervisor
2008-2009

Certifications

- Mercedes-Benz
- Smart
- ADP Service Management
- ELEADS
- SAFEGUARD

Computer Literacy

- ADP automotive systems
- Windows / iOS operating systems
- Microsoft Office
- High End Vehicle Safety & Security Operating Systems
- Residential High-Rise Security / Fire / & Access Systems

References

Jeff Douglas 224-2743	Market Customer Care Director	(954)
Sasha Horner Johnson	GM - Bridges On The Park	(512) 619-2057
Albert Swanter 287-6477	CEO - Bohemian Innovation	(210)
Eddy Bush	Owner Operator - River City Valet	(210) 479-7812
Debrah Schnieder	Principal at Trinity Weekday	(210) 325-1361
Adam Katseanes	BMW of SA	(210) 724-1556