

John Michelsen
355 W 2nd S
Rexburg, ID. 83440
208-516-6273
Jsgazzelle_33@hotmail.com

CUSTOMER SERVICE PROFESSIONAL

Profile/Skills

- More than fifteen years of various work experience that spans many different fields of customer service which have provided many learning opportunities.
- Ability to quickly adapt to different environments.
- Able to communicate to understand the needs of others and fulfill those needs.
- Capacity to deal well with high pressure situations.
- Ability to work as a team player but not afraid to lead.
- I speak English and am fluent in Spanish.
- C++, Java, WebGL, and Lisp coding experience.
- Eagle Scout.
- Two-year volunteer in Argentina.

Employment

- | | |
|--|---------------------|
| <i>Domino's Delivery Expert</i> | <i>2019-Present</i> |
| Delivered customer's orders and customer interactions. | |
| <i>Progression Agent</i> | <i>2016-2019</i> |
| Assist customers with receiving the help they need by verifying their situation and providing the matching recommendations. | |
| <i>Aflac Insurance Agent</i> | <i>2014-2018</i> |
| Managed my own business and hours. Assist customers through the process of purchasing insurance. | |
| <i>Center Partners</i> | <i>2013-2014</i> |
| Phone, then email customer service for PlayStation.
Duties included data entry for client's info and technological support for their systems. | |

Education

- | | |
|--|---------------------|
| <i>Graduate of Charles M. Russell High School- Montana.</i> | <i>2007</i> |
| <i>Attended DeVry University- Washington</i> | <i>2007-2008</i> |
| <i>Attending Brigham Young University-Idaho</i> | <i>2011-Present</i> |