

Brad Johnson

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Objective

Seeking a position to build upon skills used at previous clerical and customer service jobs.

Qualifications and Skills

- Well organized, timely and efficient.
- Works well with people, fellow employees as well as customers and clients.
- Able to meet and surpass company standards and policies.
- Provide diligent and careful customer service with attention to detail.
- Learn quickly and always ask questions to ensure a complete understanding of new tasks.
- Ask to take on new roles and constantly strive to be self-improving.

Employment History

Head Bartender

June 2015 – present

Edgewater

- Create a bartender schedule each week, ensuring events are well-staffed.
- Maintain and monitor inventory and ordering product as needed.
- Train new employees while ensuring all employees are consistently up to company standards.
- Provide excellent customer service with a vast knowledge of drinks served quickly with the highest quality.
- Communicate with special events team to confirm customer needs are always satisfied.

Assistant Manager

December 2012 – November 2017

CoffeeBytes

- Provide customer service balancing consumer needs and company policies.
- Prepare and served quality drinks and food items.
- Complete monetary transactions accurately in a fast-paced environment.
- Ensure store cleanliness and preparedness for following shifts after closing and opening.
- Train new staff members according to standards.
- Help maintain accurate accounting, entering bills and other receipts.
- Conduct a daily inventory on supplies and goods, order as needed.

Service Representative

December 2013 – November 2014

Wells Fargo

- Satisfy all customer needs and help them succeed financially.
- Complete a variety of office tasks in a professional work environment.
- Introduce customers to new products/services and generate leads.
- Assist in identifying and fulfilling customer financial needs accurately in a fast-paced setting through patience, attention to detail, and the ability to follow procedures.
- Maintain and balance a cash drawer.
- Identify and make sales referrals while working with other banking departments
- Account for safe deposit and cash vault, ATM processing, bonds, foreign currency and night drop.

Manager

October 2006 – December 2012

Noodles and Company

- Trained and supervised other employees.
- Responsible for opening and closing the restaurant, preparing the restaurant for business.
- Shared responsibility in food and supply orders, stock inventory, and achieving and monitoring store sales according to corporate projections.
- Fostered an exceptional dining experience in a comfortable environment.
- Worked well with other employees while utilizing problem solving skills.

Office Assistant

September 2010 – May 2012

UW School of Letters and Sciences

- Used and developed skills in research methods.
- Responsible for data entry and maintenance as well as paper conversion to digital documents.
- Efficient in using computer applications in Windows and Microsoft applications.
- Maintained contacts with alumni, visiting professors, and local personnel.
- Created promotional, outreach and informational brochures for Center events.
- Developed and distributed marketing materials
- Proficient in using office equipment such as fax machine, printer, computer, label maker and calculator.

Education

University of Wisconsin, Madison, WI

Fall 2009 – Spring 2014

Bachelor of Arts: Music Performance, French, Emphasis in Mathematics.

Madison Area Technical College, Madison, WI

January 2017 – present

Computer Science

Awards and Accomplishments

- Consistently in the top 5% of tellers for sales in the Wells Fargo Southern WI district (Jan. 2014-Dec. 2014)
- Service Award for customer service (2nd Quarter 2014, Wells Fargo)
- Employee of the Quarter (Edgewater, July 2016)