



JOHN HAYWARD

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EXPERIENCE

Johnny Hay Doggy DayCare

Founder, CEO, & Dog Walker

Albany, New York

2022 – Present

- Founded business as way to connect with neighbors and improve personal health by getting outside more.
- Worked with customers individually to outline their needs and the needs of their pets.
- Fed pets and maintained their daily routines as well as medications; never lost a single pet.
- Walked pets for long periods—making sure they used the bathroom and got proper exercise.

Best Buy

Sales Associate

Albany, New York

2019 – 2022

- Worked closely with guests guaranteeing their satisfaction; provided on-the-spot solutions for a variety of problems the customer experienced.
- Troubleshooted customer tech issues personally; if ever unable to solve it, found the correct path to a successful resolution and outlined the requisite steps to get there.
- Learned a variety of skills and product knowledge daily to stay up-to-date with the customer's needs.
- Helped onboard new staff; taught new staff how to run the computer department; work cross-functionally with the other Best Buy departments to provide first-in-class customer service.
- Organized back stock, set up order pickups and maintained the cleanliness and safety of the store.

Remote Sales Associate

2020 – 2022

- Worked remotely during COVID; quickly learned new communication system and executed many online sales.
- Helped customers who had difficulty adjusting to Best Buy's shift in business protocol during COVID.

Ben & Jerry's

Cashier & Ice Cream Scooper/Stocker

Albany, New York

2018 – 2019

- Scooped ice cream; prepared online and in-store orders for customers; closed out and processed payments.
- Made all cones and baked goods for the shop.
- Helped prepare and set up for gigs; work additionally with Park Playhouse's Snack Shack.
- Maintained and cleaned store everyday; took out trash each night and out to the curb every week.

John Hayward Art & Design

Artist & Founder

Albany, New York

2016 – Present

- Started my very own personal online business showcasing my original artistic design and concepts, my self-started clothing line and other handmade goods (such as posters and wire-wrapped jewelry).
- Professionalized my work and created my own space to advertise it.
- Better understood the obstacles presented to entrepreneurs and how—through hard work and networking—one can overcome almost anything.
- Oversaw all facets of the business from designing products to creating my website to managing finances.
- Sample work on Instagram ([@johnghayward](https://www.instagram.com/johnghayward)) and at www.johnhaywardartanddesign.com.

Lark St. Tattoo

Receptionist

Albany, New York

2017

- Gained understanding of a creative venture's business needs; honed customer interaction skills.
- Maintained the cleanliness of the shop, booked appointments and consultations, handled money and made sure the bookkeeping was in order (entered all transactions in paper form as well as digitally with Microsoft Excel).
- Confirmed calls to customers and responded to client emails while corresponding with whichever artist the clients needed to see.

The Point

Back Server & Foodrunner

Albany, New York

2016 – 2017

- Assisted servers with all aspects of coursed dinner; worked both front and back of house maintaining the restaurant throughout service; developed extreme grit and work ethic.
- Worked closely with guests to ensure customer satisfaction and with management to maintain the restaurant.

EDUCATION

George Washington University, Washington, DC

2015

B.A. Degree in Fine Arts, *Cartoonist* for *GW Hatchet* Newspaper

Brunswick School, Greenwich, CT

2010