

Danielle Johnson

Wilmington, DE - Email me on Indeed: [indeed.com/r/Danielle-Johnson/1e46ec0d53737676](https://www.indeed.com/r/Danielle-Johnson/1e46ec0d53737676)

Authorized to work in the US for any employer

WORK EXPERIENCE

Sales Associate

Giorgio Armani Corp. A|X - Newark, DE - April 2016 to Present

Provide high-quality customer service to optimize customer purchasing and payment process

Assist in the management and maintenance of displays as indicated by planograms, end cap, and bulk stack instructions

Educate customers on available product options to meet and exceed customer service experience

Investigate and resolve customer complaints or issues to strengthen store reputation and grow customer retention

Hostess/Waitress

Deepwater Diner - Carneys Point, NJ - May 2006 to March 2016

Greeted guests and patrons personally and on the telephone.

Offered appropriate seating arrangements

Presented menus and took orders

Relayed orders to the kitchen and ensured all orders are filled in a timely and accurate fashion

Maintained both exterior and interior of the restaurant

Handled customer seating rotation for entire wait staff

Served as a cashier

Assisted in the settling of the cash drawer at the end of each shift

Administrative Assistant

GFR Bathtub Refinishing LLC - Penns Grove, NJ - July 2013 to June 2015

Responsibilities

Provided telephone and front desk reception

Handled general customer service matters

Scanned and filed documents

Manage database and business records

Offered administrative support

Produced reports and spreadsheets

Handled and resolved complaints

Skills Used

Word, Excel, PowerPoint, Outlook, Windows

Administrative Assistant/Collections

Servpro DH Storm Team - Avondale, PA - December 2011 to July 2013

Responsibilities

Assisted customers with their queries and problems by phone and e-mail, Established and maintained contacts with new and existing customers as per the direction of the supervisor, Helped customers receive services easily, Forwarded important and serious matters to the seniors, Transferred urgent calls to the required

departments quickly and accurately, Entered and updated new customer details in the customer relationship management software according to administrative guidelines, Maintained well-standing of customer accounts, Initiated all collection activities (telephonic calls, letters and emails), Analyzed accounts receivable information to settle on priority, Monitored and collected on historical due amounts

Skills Used

Word, Excel, PowerPoint, Outlook, Windows

Accomplishments

Temp to Hire

Hostess/Waitress

Swedesboro Diner - Swedesboro, NJ - June 2009 to December 2011

Responsibilities

Greeted guests and patrons personally and on the telephone, Offered appropriate seating arrangements, Presented menus and took orders, Relayed orders to the kitchen and ensured all orders were filled in a timely and accurate fashion, Maintained both exterior and interior of the restaurant

Coach/Counselor

CURVES - Penns Grove, NJ - September 2007 to April 2009

Responsibilities

Provided assistance to the Health Club Manager in handling the overall operations of the fitness Club, Responsible for overseeing the reservation, payment and tracking procedures of Health Club, Handled the tasks of posting incurred charges by, Guests and Members into the computer system and accomplished accounting procedures, Performed responsibilities of assisting gym instructors in ensuring that all safety procedures, rules and regulations were strictly adhered by members and guest, Responsible for promoting enthusiastically all services that are offered in the Health Club, Performed periodic checking of on the cleanliness and order of the Health Club facilities, Maintained cleanliness in the reception area and ensured that brochures and products were properly displayed

Sales Support

JCPENNEYS - Wilmington, DE - June 2007 to September 2007

Responsibilities

Retail Store Operations, Customer Service, Warehousing/Stocking/Receiving, Merchandising/Floor-Sets, Plan-O-Gram Implementation, Inventory Control Systems, Loss Prevention

EDUCATION

Public Relations and Advertising

Rowan University - Glassboro, NJ

2006 to 2007

Academy of Engineering and Technology

Penns Grove High School - Carneys Point, NJ

2002 to 2006

SKILLS

Microsoft Office (10+ years), Chinese Mandarin (5 years)