John Iverson

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A psychology graduate with a passion for helping others, possessing extensive experience delivering exceptional customer service and a strong work ethic. Skilled in team management and task delegation, resulting in successful operations. Seeking a dynamic opportunity in the mental health field to apply my abilities and make a positive impact on others.

Authorized to work in the US for any employer.

# Work Experience

## Manager

Your Car Wash - Troy, MI November 2020 - Present

As a manager in my current position, I oversee, delegate tasks, and train employees, while also performing various duties such as preparing and towel drying cars, maintaining facility cleanliness, operating the cash register, and handling other responsibilities as needed.

## In-Shop Worker

Big Apple Bagel - Charter Township of Harrison, MI March 2018 to October 2019

As a bagel shop employee, my responsibilities include preparing and serving bagels, sandwiches, coffee, and other menu items in a timely and courteous manner. Additionally, I assist with food and ingredient preparation, such as slicing and toasting bagels, and preparing spreads and fillings. I maintain a clean and organized store by wiping down surfaces, sweeping and mopping floors, and washing dishes. Lastly, I strive to create a friendly and welcoming atmosphere for customers, providing them with information about menu items and answering any questions they may have.

## Seasonal Laborer

Clinton Township DPW - Clinton Township, MI May 2015 to August 2017

As a lawncare and landscape worker for the township, my job responsibilities include operating and maintaining a variety of landscaping equipment, such as zero-turn lawn mowers, trimmers, blowers, and other tools, at George George Memorial Park, one of the highest rated parks in Michigan. I am responsible for planting, maintaining, and fertilizing flowers, shrubs, and other plants, as well as removing weeds, pests, and other unwanted vegetation.

In addition, I provide exceptional customer service to residents and visitors by answering questions and addressing concerns in a friendly and professional manner. Through my attention to detail and dedication to maintaining a beautiful and healthy landscape, I help to ensure the overall aesthetic appeal and functionality of this popular park.

**Arcade and Laser Tag Worker** CJ BARRYMORE'S - Clinton Township, MI June 2013 to November 2013

As an arcade attendant and laser tag operator at CJ Barrymore's, I am responsible for ensuring that customers have a safe and enjoyable experience while playing games and using attractions. In the arcade section, I operate a variety of games and ticket redemption machines, assisting customers and resolving technical issues. Additionally, I work behind the ticket redemption counter, helping customers redeem prizes and keeping track of their ticket count.

In the laser tag section, I present rules and regulations to players before they enter, maintain/distribute equipment, and oversee the play area to ensure a safe and fun experience. With strong communication and customer service skills, I collaborate with other staff members to ensure the efficient and smooth operation of both the arcade and laser tag sections.

# Education

## Bachelor of Science in Psychology

Baker College of Clinton Township - Macomb County, MI August 2019 to September 2021

## High school diploma

Henry Ford II High School - Sterling Heights, MI 2010 to 2014

# Skills

* Customer Service
* Team Management
* Retail Sales
* Lawn Care
* Landscape maintenance
* Food Service

# Assessments

## Work Style: Reliability — Highly Proficient

June 2020

Tendency to be dependable and come to work.

## Customer Focus & Orientation — Expert

March 2020

Responding to customer situations with sensitivity.