

Justin Okland

Adaptable and problem-solving manager/team leader with approximately 9 years of management experience. Demonstrated leadership skills and ability to adapt to challenging circumstances. Strong problem-solving abilities to effectively handle challenges and provide support to individuals. Passionate about making a positive impact and improving the lives of others.

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EXPERIENCE

Walmart #1473, Mankato, MN — Meat/Produce Associate

December 2025 - Present

- Resolve customer escalations and support team members in overcoming s

OSL Wireless, Mankato, MN — Team Lead

May 2025 - September 2025

- Resolve customer escalations and support team members in overcoming sales obstacles.
- Coach team members on effective sales techniques, customer engagement, and product knowledge.
- Supervise and mentor a team of wireless sales associates to achieve daily, weekly, and monthly sales targets.
- Lead by example: Deliver an exceptional customer experience by building rapport, identifying needs, and providing personalized mobile solutions.

Justin's Dream Escapes, Mankato, MN — Travel Advisor/Owner

November 2023 - September 2024

- Founded and managed all aspects of a successful luxury travel agency, specializing in bespoke travel experiences and high-end customer service.
- Developed and maintained relationships with top-tier hotels, resorts, airlines, and luxury service providers to secure exclusive deals and offers for clients.
- Curated personalized travel itineraries for high-net-worth individuals, ensuring seamless and unforgettable experiences from start to finish.
- Researched and stayed updated on global travel trends, emerging luxury destinations, and unique experiences to offer exclusive recommendations.

SKILLS

Accounts Payable
Point of Sale
Food Safety
Restaurant Management
Schedule Management
Digital Marketing
Purchasing
Microsoft Office
CRM
Merchandising
Recruiting
Training & Development
Data Entry
Pricing
Profit & Loss
Labor Cost
Communications & Active Listening
Behavioral Support
Crisis Intervention

LANGUAGES

English

Gmet Communications, Burnsville, MN — *Store Manager*

March 2024 - September 2024

- Oversaw all aspects of daily store operations, including sales performance, inventory management, staffing, and customer service.
- Analyzed sales data and KPIs to develop and implement strategic plans for revenue growth and store efficiency.
- Recruited, trained, and supervised store staff, fostering a high-performance team environment.
- Maintained visual merchandising standards and ensured the store's appearance met corporate branding guidelines.

Healey Homes, Mankato, MN — *House Manager/Direct Support Professional*

October 2022 - July 2024

- Managed day-to-day operations of the group home, ensuring a safe, clean, and supportive living environment for the resident.
- Developed and implemented personalized care plans in collaboration with healthcare professionals to meet the resident's physical, emotional, and social needs.
- Monitored the resident's health, wellbeing, and behavior, reporting any changes or concerns to relevant healthcare providers or family members.
- Coordinated and managed the resident's appointments, including medical visits, therapy sessions, and other community-based services.

Five Guys Burgers & Fries, Mankato, MN — *Assistant Manager*

January 2021 - October 2022

- Assisted the Store Manager in overseeing daily restaurant operations, ensuring efficient and high-quality service during shifts.
- Supervised and motivated a team of crew members, providing training and guidance on company standards, procedures, and customer service.
- Managed inventory levels, ensured proper stock rotation, and ordered supplies to maintain smooth restaurant operations. Handled cash management, including register reconciliation, deposits, and maintaining accurate financial transactions during shifts.
- Led by example in delivering excellent customer service, addressing customer complaints, and resolving issues in a timely and

professional manner.

Courtesy Corporation - McDonalds, Albert Lea, MN — Shift Manager

January 2016 - October 2020

- Supervised day-to-day restaurant operations during assigned shifts to ensure consistent, high-quality service and food safety.
- Managed crew member schedules, delegated tasks, and provided real-time feedback to optimize team performance.
- Handled cash registers, conducted end-of-shift cash reconciliations, and ensured accurate financial transactions.
- Enforced adherence to McDonald's brand standards and upheld a clean, organized, and welcoming environment.

EDUCATION

Auguste Escoffier School of Culinary Arts, Online — Diploma: Baking and Pastry Arts

January 2023 - Present

Working on a comprehensive, self-paced online program specializing in the art and science of baking and pastry, focusing on both traditional and contemporary techniques.