

Sarah Johnson

Looking to obtain a challenging position that will utilize my effective communication, leadership, and organizational skills in addition to my passion for problem solving.

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EXPERIENCE

Alpha Omega Construction Group, Indian Trail, NC — Department Manager

February 2013 - PRESENT

- I oversee and manage the progress of all residential roofing scheduled jobs for our Charlotte and Columbia markets, as well as ensuring our pricing and details of the roof are correct prior to installation increasing processing speed and job production 200%.
- Interview, hire, train, and develop department staff with a 78% retention rate and 23% moving into a higher level position within the company.
- Facilitate, implement, and streamline standard operating procedures for the scheduling department that have saved the company over \$40,000 this year so far just by having the right materials delivered.
- Manage a team of 2 quality control analysts.
- Manage a team of 10 scheduling coordinators.
- Conduct bi-weekly staff meetings.
- Conduct ongoing training sessions throughout the company, including light travel to implement the SOP in our other markets, that I have proven effective in Charlotte.
- Delegate and prioritize clients to ensure quality and effective customer service so much that our client list has grown 40% in 2 years.
- Manage all escalated calls from builders and customers.
- Attend national builder meetings as company operations representation.
- Counsel executive management on best practices and market trends for benchmarking projections in scheduling and project management
- Research and troubleshoot many various projects.

SKILLS

Efficient in most Microsoft programs, quickbooks, and various centralized scheduling systems.

Customer relations.

Outstanding management over work flow and teams of people.

Excellent multi-tasking capabilities.

I am quick to learn as a result of a large passion to grow and succeed to the fullest in any task requested of me.

CHARITABLE DONATIONS

- Various 5k Charity Runs
- Habitat for Humanity
- Salvation Army toy drive
- Humane Society

CC Capelli Salon, Stallings, NC — *Hair Stylist and Salon Manager*

April 2011 - December 2013

- I maintained the appointments for all hair stylists
- Managed the payroll for all hourly and commission based employees.
- Bi-weekly runs to the bank for deposits and petty cash renewal.
- Responsible for all product orders to maintain a leveled inventory that would be most beneficial to both the stylists and the company.
- In charge of retail product placement and sales.
- Conducted my own commission based business as a stylist.

EDUCATION

Stanly Community College, Albemarle, NC — *Cosmetologist*

August 2008 - July 2009

Licensed Cosmetologist

Sun Valley High School, Monroe, NC — *High School Diploma*

Class of 2007

Graduated in the top 25% of my class with honors.

AWARDS

Personal recognition at our company wide annual event for the outstanding work done within my department and help throughout other projects (Alpha Omega)

Recognition company wide for my effective leadership (Alpha Omega)

BSTA Excellence Award from Eastwood Homes presented to my department for an outstanding job in customer service (Alpha Omega)