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| Joseph D Janko 704-728-7015  19637 Denae Lynn Drive Cornelius NC 28031 JDJanko1@Gmail.com   |  |  | | --- | --- | | Qualifications: | | |  | | | |  |  | | --- | --- | | * Fully committed to providing the highest possible standards of customer service and support. * Proven ability to train, supervise and motivate, and evaluate customer service representatives. * People oriented; enjoy working directly with customers and the general public. * Offer advanced computer skills in MS Office Suite and other applications/systems. | * Self-starter; can be depended on to complete a task under minimal supervision. * Understands and appreciates the importance of a job well done. * Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line. | |  |  Professional Accomplishments: ***Carter Lumber Company*** March 2015-October 2016  Charlotte/ Triad Fleet Manager (Assistant Operations Manager)(Market Dispatcher)   * Opening and closing the store * Held weekly driver and yard meeting to go over safety and expectations. * Understand the Policies and Procedures and enforcing them. * Understand a negative stock report and fix it. * Controlling inventory on a 2 million dollar yard. * Submit IFTA reports on trucks for the Charlotte Market. * Placing and receiving orders. * Conduct weekly cycle counts. * Place and receive orders in the POS system. * Work with dispatch and understand the Delivery system * Conduct monthly training classes for all personnel * Enter in transfer to 5 other stores. * Conducted Monthly Driver Meetings at different stores to review D.O.T compliance * Organized Preventive Maintenance for all trucks within the market. * Create business partners with potential truck services   ***84 Lumber Company*** July 2013-March 2015  Co-Manager (Manager Trainee)   * Duties included training staff to ensure performance goals. * Opening and closing the store * Authorizing refunds and handling customer problems and complaints. * Understand the Policies and Procedures and enforcing them. * Reading and Understanding the Profit and Loss Statement. * Controlling inventory and staying below budget. * Writing schedules and supervising numerous employees. * Placing and receiving orders. * Lumber Takeoffs and material estimated. * Understand gross and net profit. | | |
| United States Marine Corps June 2006- August 2013  Corrections Specialist   * Defuse disruptive behavior by verbal interventions. * Control disruptive behavior by appropriate verbal orders and appropriate use of physical force * Use verbal and listening skills to determine potential inmate problems, such as suicide risk, intoxication, drug usage, assaultive behavior, etc. * Inform and explain institutional rules to inmates. * Communicate information regarding security, safety and operations through the chain of command. * Monitor inmates, watching closely for unusual behavior, improper conduct or signs of conflict. * Supervise periods of recreational activity. * Search inmates, by pat or strip method, to detect and confiscate contraband or unapproved items. * Search cells or living quarters, recreational areas, visiting areas and other areas in buildings or on the grounds for contraband or unapproved items. * Search the perimeter of an area by making checks on foot, by car, or from a watchtower to ensure there are no security breaches or contraband.. * Transport inmates outside the facility to and from court, lawyer's office, medical appointments, work sites, other facilities, etc. * Communicate with other staff and main control to inform about inmate behaviors, incidents and to request assistance. * Perform head counts to visually ensure the presence of all inmates.. * Check IDs to ensure only authorized persons enter or leave facility. * Respond to emergency situations according to facility procedures, such as medical, fire, security, etc. * Write narrative reports describing events that have happened, such as confidential reports, incident reports, disciplinary reports, special observations reports, etc. * Read and write short notes in a log book as a means of passing information about daily events from one shift to another, such as inventory logs, post logs, narrative logs, etc. * Open and close gates or doors to restricted areas to allow vehicles/people to enter and exit. * Issue logs and inventories facility keys. | | |
| Education | | |
| High School Diploma  Hillsborough Community College  Central Piedmont Community College | Seminole High School Sanford Fl. 32771  Southshore Campus  Central and Merancas Campus | May 24, 2006  January 2013-May 2014  August 2016-Present |
| Certifications CPR/First Aid certified First Responder References | | |
| References are available upon request. | | |