JOHANNA C **LUCAS**

1901D Windsor Hills Drive, Matthews NC 28105 | C: (614)270-5989 | [j.lucas.524@gmail.com](mailto:j.lucas.524@gmail.com)

# SUMMARY

Dedicated and focused administrative professional who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Desire to learn a new ﬁeld while utilizing existent talents and expertise. Seeking a role of increased responsibility and possibility for advancement.

# HIGHLIGHTS

9 years administrative experience Excellent verbal and organizational skills Customer service oriented

Microsoft Oﬃce Suite Adobe Illustrator Approx. 68 WPM

# ACCOMPLISHMENTS

Increased oﬃce organization by developing more eﬃcient ﬁling system Excellent resource asset.

Designed grade speciﬁc Academic Overviews for prospective parents

# EXPERIENCE

# 09/2016 to Present Assistant Manager

# Catos Fashion – Charlotte, NC

# Support Store Manager and first Assistant Manager

# Manage part time workers and minor schedule and payroll adjustments

# Open the store: distribute, file, fax previous business day’s paperwork and bank deposit drop off, balance registers

# Close the store: balance registers and prepare paperwork and deposit for next day opening shift management, secure business day’s deposit in safe, straighten and clean facility

# Verify security tag checks on all merchandise and enforce Loss Prevention procedures

# Manage customer online orders and layaways (cancelations and payments)

# Verify and scan merchandise delivery each week, stock the store, organize markdowns

### 08/2014 to 08/2016 Elementary Secretary

**Liberty Christian Academy** － Pataskala, OH

Assist principal, teachers, students and administrative staﬀ with day to day needs

Manage applications/inquiries for enrollment

Schedule entrance testings and manage principal's calendar Handle parent phone calls/inquiries/concerns

Assist with morning and afternoon extended care program and other school events.

Created monthly certiﬁcates and grade speciﬁc academic overviews for

prospective parents.

,

### 04/2011 to 07/2014 Receptionist

**Thirty-One Gifts** － Columbus OH Greet and direct visitors

Answer, ﬁlter, and direct incoming calls appropriately Sort and distribute incoming/outgoing mail Administer and collect applications

Assist HR (job fairs, new hires etc) and enforce Loss Prevention procedures and building security

Schedule/manage conference rooms

Contributed ideas during strategic and conceptual brainstorming sessions Created ﬂyers and employee motivational materials

**04/2010 to 04/2011 Receptionist**

**Trilogy Fulfillment Services – Columbus, OH**

* Started through Kelly Temporary Services
* Greet visitors and applicants, answer and direct phone calls appropriately, distribute and collect applications, administer and grade skills evaluations and Word/Excel tests, administer drug tests
* Keyed applicant and New Hire information into the HRIS database
* Schedule interviews and monitor paperwork
* Organize, maintain, and create efficient filing systems
* Support New Hire Orientations

**07/2007 to 04/2010 Line Worker**

**Papa Murphy’s Pizza – Pataskala, OH**

* Customer service: answer phones, greet and assist customers
* Organize, stock, and prepare store front and storage facility each day
* Proof-read promotional material
* Open the store each day, assist with closing the store

**EDUCATION**

**2016 Career Diploma: Graphic Design**

**Penn Foster**

Computer and Art Design Courses

Seeking to continue education in Illustrator and Adobe Suite

**2014 Continuing Education: Interior Design**

**Sheffield School of Interior Design**

Voluntary Interior Design courses

**2011 Bachelor of Arts: Christian Counseling**

**Bethany Divinity College and Seminary**

Completed Psychology and Cognitive Development courses

**2010 Three Years: Church Music-Sacred Piano**

**Pensacola Christian College**