**JARVIS JOHNSON**

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**PROFILE**

Outgoing, optimistic, and customer-centered professional seeking a flight attendant position in the airline industry where my over 20 plus years of experience and customer service background will be put to good use. Offering impeccable customer service skills; a friendly, charming, and warm personality; a can-do attitude, and a willingness to learn and perform the duties to become an exceptional flight attendant within your organization.

 **CORE COMPETENCE**

**•** Teamwork **•** Leadership

* Self-Development **•** Time Management
* Creative Problem Solving **•** Detail Oriented
* Customer Service Excellence **•** Safety Oriented
* Work Under Pressure **•** Adaptability/Flexibility
* Strong Communication Skills **•** Coaching/Training

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**PROFESSIONAL EXPERIENCE**

**Flight Attendant**  **AUGUST 2022 - PRESENT**

**Piedmont Airlines**   **Charlotte, NC**

* Provides instruction on safety/emergency procedures; demonstrates the proper use of seat belts, oxygen masks, and flotation devices.
* Performs you run 11 pre-flight safety checks.
* Responds to any in-flight emergencies by providing necessary assistance to passengers including administering emergency first aid and completing reports on any injuries or incidents.
* Greets passengers, assists with prompt location of seat assignments, and ensures all carry-on luggage and personal items are properly stowed in overhead or under-seat storage.
* Participates in pre-flight briefings to discuss flight details, weather, and service plans.
* Delivers in-flight food and beverage services, collecting payment as required.

**Founder & CEO**  **OCTOBER 2019 - PRESENT**

**Infinite Ideals**   **Atlanta, GA**

* Providing various services such as Mobile Notary Public, Certified signing agent, and virtual support for small and independent business owners.
* Notary Signing Agents are notaries who specialize in closing real estate transactions involving a mortgage. Collaborate with title and mortgage companies as well as third-party vendors to meet with borrowers, sellers, and buyers to facilitate paperwork regarding loans, purchases, and sales of real property (also known as closings).
* Ensure all lender requirements are met by conducting quality checks on loan documentation submitted.
* Comply with privacy laws by properly disposing of non-processed paperwork with personal, and financial data.

**Customer Service Manager II**  **JANURAY 2019 - DECEMBER 2019**

**Delta Airlines**   **Atlanta, GA**

* In charge of establishing, defining, and implementing best practices and procedures related to all In-flight Service food and equipment orders with delays.
* Recognizing opportunities to consolidate multiple shipments and collaborating with suppliers, internal Delta customers, and service providers (Penske for trucking) to reduce overall transportation spending.
* Establish and monitor changes to ensure the achievement of all service level agreements with customers and service providers.

**PROFESSIONAL EXPERIENCE CONT’D**

* The sole member of management, leading the station in achieving consistent operational and service excellence.
* Successful implementation of Customer Relationship Management tool (JIRA Service Desk)
* Trained and mentored over 35 Regional Station managers across the Delta network, ensuring consistency in all operating scopes of work related to the JIRA Service Desk.

**Senior Customer Support Analysis II**  **APRIL 2016 – JANURAY 2019**

**Global Healthcare Exchange (GHX)**   **Atlanta, GA**

* Provide customer support to various health care vendors attempting to create/maintain registration profiles.
* Served as the team lead for time-sensitive documents and technical support escalations related to the execution of product setup for new and existing vendors.
* Provided compliance training recommendations and pricing information to new users.
* Take ownership of status requests from Account Managers and effectively communicate follow-up regarding vendor credentialing.
* Managed the recording, analysis, and prioritization of support issues as assigned.
* Successfully communicated ongoing policy and technical changes to vendors.
* Remained apprised of software and product updates as well as provided ongoing training for the Support Analysis.
* Identify and track technical issues, tracked and documented all related communication in Salesforce.

**Team Supervisor – Call Center**  **JUNE 2015 – APRIL 2016**

**Computer Generated Solutions (CGS) Atlanta, GA**

* Coached and mentored agents on their performance including career and performance development plans.
* Addressed behavior and attendance issues including formulating individual improvement plans for agents to track and maintain the positive behavior and attendance changes.
* Demonstrate effective communication skills, exhibiting a strong level of professionalism with a focus on customer/agent satisfaction.
* Analyzed the agent’s call metrics to enhance the customer experience and provide agents with the skills to handle the customer concerns.
* Coordinate escalation of customer issues with internal resources (process, availability, technology).

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**Call Center Manager**  **JULY 2014 – MAY 2015**

**Market Strategies International**   **Nashville, TN**

* Provided leadership and coaching to Managers and Supervisors to effectively lead and coordinate activities for agents, ensuring achievement of all KPIs and client contractual agreements.
* Worked with clients to establish critical goals, or other key performance indicators and aid the client in achieving their business goals to showcase the company’s overall value.
* Worked with operations to understand and communicate commitments and project results to clients.
* Cultivated a culture of engagement and excitement that drove high performance and agent satisfaction.
* Managed all the Call Center scheduling and forecasting responsibilities, including retaining a strong team of agents.

**Sales Coordinator Supervisor FEBURAY 2012 – JUNE 2014**

**US Foods**  **Atlanta, GA**

* Established a trusted/strategic advisor relationship with each assigned customer and drive the continued value of our products and services.
* Created and executed a plan that improved the consistent delivery of exceptional service and helped us measure customer satisfaction in a way that guided the sales coordinator model forward nationally.
* Constantly communicated with the Manager efforts to achieve service goals while communicating the Manager’s objectives to the team in a manner that promotes high levels of productivity.

**PROFESSIONAL EXPERIENCE CONT’D**

**Customer Account Executive**  **APRIL 2010 – FEBURAY 2012**

**Satair an Airbus Company**  **Hapeville, GA**

* Responded to quotation requests from over 432 broker accounts and 2 key accounts generating on average 4.5 million in sales monthly.
* Lead and participated in the creation of communication strategies that meet client objectives.
* Created and assisted clients in digital communication strategies to increase client brand awareness across social platforms.
* Developed customer relationships and delivered customer service and product excellence.
* Secured a large customer base by helping resolve credit and billing issues.

**Contact Center Representative II (Call Center/CSR)**  **NOVEMBER 2009 ¬– MARCH 2010**

**Delta Dental**   **Alpharetta, GA**

* Performed data entry services for Delta Dental in regards to punching in customer information.
* Emotionally intelligent in terms of empathetically understanding and predicting customer behavior.
* Answered questions and gathered the necessary information to key into Outlook.
* Developed effective relationships with call center departments through clear communication.
* Worked with management to ensure appropriate changes were made to improve customer satisfaction.

**Inside Commercial Sales** **JUNE 2008 – NOVEMBER 2009**

**Waste Management**   **Marietta, GA**

* Strived to exceed sales and service goals including productivity, quality, and customer loyalty.
* Attempted to retain those customers who called or emailed to cancel service and probe to find the “real” reason for the cancellation.
* Partnered with the management staff to handle escalated calls from customers.
* Answered on average 75-100 calls per day.

**Customer Care Researcher**  **NOVEMBER 2004 – MAY 2008**

**RBS Lynk**   **Atlanta, GA**

* Researched and corrected over 2.4 million dollars in misdirected fund cases over a 3-year.
* Created and updated various reports that detailed cases involving misdirected funds and terminal software issues.
* Strived to follow up with customers within 24 hours from our first point of contact and each day.
* Promoted after 1 year as a Customer Care Specialist II, by displaying integrity, drive, and the willingness to learn.

**EDUCATION**

Animal Science Aug 1998 – May 2000

Tuskegee University Tuskegee AL

**LICENSURE**

Georgia Real Estate License June 2008

Atlanta Board of Realtors