Nicole Johnson

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| Sales •Computer •Customer Service • Leadership • Clerical |

PROFESSIONAL EXPERIENCE

Advantage Rent A Car • Houston, TX • June 2012 - Present

Advantage provides the leadership and support necessary to sustain long-term growth and customer satisfaction for our world-class brands.

Rental Sales Associate

* Manage high-pressure sales and service situations in a calm and collected manner.
* Maintain effective communication between customers and management to ensure customer satisfaction was achieved and company goals, targets, and individual expectations are met.
* Handle and process auto claims for damage rental vehicles,
* Make outbound collection calls to customers who vehicle is due back or in delinquent status.

Verizon • Long Beach, CA • May 2010 – March 2012

Maintain the highest professional performance in the industry to assure that repeat business will be the cornerstone for our success.

Directory Assistance/Operator

* With a focus on customer satisfaction, meet company expectation of assisting 400+ calls daily.
* Researched and dispatch customers with required information (i.e. phone, address, directions, etc.)
* Served as a model employee for providing great professional communication.

Hertz Corporation • Los Angeles, CA• June 2007-April 2009

With a focus on being the lowest cost and highest quality, most customer focused rental car company in every market they serve.

Sales Associate

* Operated with a customer service and selling priority.
* Answered and dispatched phone calls to appropriate destinations.
* Managed cash drawer, handling over $3,000 daily.
* Driven to meet and exceed performance expectations.

Best Buy • Los Angeles• August 2004-June 2007

Best Buy is the world’s largest multi-channel consumer electronics retailer

Computer Sales Consultant

* Engage customers using selling skills to build complex, connected solutions in a fast-paced, dynamic environment where customers feel knowledgeable about the latest computer technology.
* Handled cash drawer daily with honesty and accuracy.
* Maintain appropriate product knowledge and using selling skills to insure sales are closed firm and accurately.
* Assist customers with installing OS and connecting peripheral devices to their laptop, tablet, and desktop.

EDUCATION

Bachelor of Science, Business MIS Associate of Art, Business Administration

University of Houston, Houston, TX Houston Community College Houston, TX

Anticipating Jun 2014

High School Diploma

Century HS