

# Tyler Johnston

## Store Manager

Middletown, OH 45044  
gavannibeats@gmail.com - 5134364412

My Professional background includes years of retail experience, along with computer/ cellular repair..I have outstanding relationship-building skills; can work efficiently and productively in high stress, high demand environments, and I am responsible, motivated, focused, and dependable.

### WORK EXPERIENCE

#### **Customer Service Representative**

Leggett & Platt Inc. - Georgetown, KY - January 2017 to May 2017

Creating Bills of lading; providing superb customer service to international companies; scheduling shipments; processing large credit approvals

#### **Store Manager**

B.I.T.S. PC - Bossier City, LA - April 2013 to July 2016

- Detailed data entry
- Offering outstanding customer service
- Keeping track of daily sales and intake
- Performing Microsoft and Apple software services
- Hardware diagnosis and repair
- Organization
- Daily ordering of parts/stock

#### **Advanced Technical Support Supervisor**

Teleperformance - Shreveport, LA - May 2011 to April 2012

- Training new employees on providing proper customer service in a timely manner
- Preparing weekly schedules
- Performing hiring interviews
- Answering multi-line phones

#### **Computer and Tablet Associate**

Best Buy - Shreveport, LA - May 2010 to April 2012

- Providing superb customer service
- Cleaning
- Unloading daily deliveries
- Pallet stacking
- Lifting 75+ pounds

### EDUCATION

#### **High School Diploma**

Parkway High School - Shreveport, LA  
May 2010

## ADDITIONAL INFORMATION

### Skills

- Handling Multi-line phone calls.
- Use of Microsoft programs (including powerpoint, word, and excel.)
- Training Employees
- Offering exceptional customer service.
- Data Entry.
- Visual Merchandising.
- Organization
- Hardware Repair
- Employee supervision
- Opening and closing duties