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| Latoya Johnson |

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# Profile

Detail oriented Human Services Social Worker with over 3 years of experience and the ability to inspire staff to perform their best. A compassionate and attentive person who excels in providing quality care and companionship. Seeking a rewarding career with a reputable organization where I can utilize my experience and skills to contribute to the success of the company.

# Experience

## Receptionist | S.F. non-profit Homeless program | july 2024 – October 2024

* Answered and directed calls to the appropriate personnel.
* Assisted with coordinating housing for homeless clients and provided case management.
* Created company spreadsheets and PowerPoint presentations.
* Filed documents and performed data entry.
* Responsible for the maintenance of the reception area and offices.

## Key holder | goodwill store & donation center | march 2024 – June 2024

* Responsible for opening the store location and ensuring the facility is ready for business.
* Greet customers and answer phone calls, routing them to the departments accordingly.
* Process donations and assist with stocking products on sales floor and storage areas.
* File documents and perform data entry.

## Hostess/food service worker | self-tech providers | september 2023 – February 2024

* Process cash and card payments at the register.
* Take food orders and coordinate with kitchen staff for timely and accurate service.
* Assist with serving food orders and dining area maintenance.
* Perform all other duties as assigned by management.

## administrative lead | business technology academy of berkeley | January 2015 – july 2023

* Maintained files, databases, and archives of relevant records.
* Answered and routed calls to appropriate staff from internal and external callers.
* Managed office supply inventory and calendar. Made travel arrangements as needed.
* Trained new Administrative Assistants.

# Education

## Diploma, culinary arts/business technology/leadership skills certifications | june 2004 | Sacramento job corp, sacramento, California

# Skills & Abilities

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| * Customer Service
* Case Management
* Filing & Documentation
* Inventory Control
* Cash Handling
* Personnel Training
 | * Answering & Directing Calls
* Reception
* Facility Maintenance
* Food Service & Preparation
* Data Entry
* Opening & Closing of Business
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**References Available Upon Request**