Megan Joint

Bagley, IA/meganjoint1196@icloud.com/ 5152494183

# SUMMARY

Proven track record of improving efficiency and profitability.

Manager with 5 years of experience directing staff and maintaining a pleasant customer service environment.

Highly proficient, very flexible, and able to work anywhere in the practice.

Professional and skilled security guard with 2.5 years of experience providing security at multiple locations.

Quickly and correctly applied critical information when dealing with patients, customers, and coworkers to ensure accuracy and patient satisfaction.

# Experience

Greene Bean Coffee

Barista/Barista Trainer

08/2021 - Present

Beauty Brands

Assistant Manager

09/2020 - 02/2021

• Improved customer service by offering a friendly greeting and making sure the elevator was working while

waiting for customers to enter.

• Attended executive committee meetings, leading to the adoption of an action plan by upper management.

Recruited staff members to assist with event management and implementation of a volunteer retention bonus

Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the

office and equipment.

Worked with departments across the company, including marketing and project management, in developing new

ideas, initiatives, products, and services.

CDS Global

Customer Service Representative, lowa

04/2018 - 03/2019

Handled customer inquiries, answered questions, and resolved problems in a timely manner

Created a new customer database by entering customer information into a database

Kept accurate records of all interactions, including customer names, addresses, phone numbers, credit card

information, and product sales

Securitas

Security Guard

06/2017 - 03/2018

Maintained a clean and safe work environment.

Performed safety and emergency evacuations for client needs and incidents

• Performed physical security duties such as monitoring surveillance equipment, patrolling the building, and

conducting perimeter checks.

American Security and Investigations, LLC

Security Officer

05/2017 - 01/2018

Actively tracked and reported all major vulnerabilities to ensure the company remained compliant.

Performed inventory control to ensure accuracy of hardware and security updates

McDonald's

Manager Assistant

02/2014 - 05/2017

• Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the

office and equipment.

• Developed relationships with new staff members, and assisted existing staff members in their career

development.

Provided customer service and was involved in training new team members each month.

Continually updated a leadership resume and honed skills by participating in various management trainings

# Education

Some college

# SKILLS

Customer service, Time management, Communication skills, Computer literacy, Microsoft word, English, Leadership