

Daisha Johnson

Orlando, FL 32839 | johnsondaisha123@gmail.com | (407) 201-0850

Professional Summary

Customer service professional with over 5 years of experience in retail, hospitality, and food service industries. Skilled in problem-solving, upselling, and multitasking in high-volume environments. Known for a strong work ethic, positive attitude, and ability to exceed customer expectations. Seeking to leverage my customer-focused experience in a dynamic team-oriented setting.

Work Experience

Customer Service Representative - 24-7 Intouch (Sephora), Orlando, FL

February 2025 - Present

- Assisted customers with order placement, missing/damaged products, and packaging issues.
- Handled compliments, complaints, and provided troubleshooting for app and website use.

Vacation Activations Specialist - Hilton Grand Vacations, Remote (Orlando, FL)

March 2023 - January 2025

- Scheduled reservations for guests to attend timeshare presentations.
- Engaged potential guests and encouraged them to select travel dates.

Sales Associate - ZARA, Orlando, FL

August 2022 - February 2023

- Operated cash register and processed transactions.
- Merchandised sales floor, led team assignments, and managed break schedules.

Team Member - Wetzel's Pretzels, Orlando, FL

September 2021 - February 2022

- Prepared food items and delivered fast, friendly service.
- Maintained cleanliness and followed food safety protocols.

Team Lead - Ross Dress for Less, Orlando, FL

June 2021 - December 2021

- Supervised team operations and assisted with training new staff.
- Ensured store standards and customer satisfaction.

Park Ambassador - SeaWorld Parks & Entertainment, Orlando, FL

June 2019 - August 2021

- Provided park guests with information and exceptional service.
- Managed crowd control and promoted park services.

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Cashier / Customer Service - Checkers, Miami, FL

January 2018 - February 2019

- Handled customer orders, upselling menu items.
- Assisted in food preparation and maintaining cleanliness.

Education

High School Diploma

Miami Springs Senior High School - Miami, FL

Graduated: August 2019

Skills

Customer Service (4+ years), Sales & Upselling, Cash Handling, Retail & Merchandising, Team Leadership, App/Website Troubleshooting, Food Preparation & Safety, Bartending & Host Experience, Shift Scheduling, Multitasking in Fast-Paced Environments

Languages

English (Fluent)