

Deanna Johnson-Fortune

customer service representative

Philadelphia, PA 19120
djfortune7@gmail.com - 2152642047

To obtain an entry level position with a organization who is seeking a professional, diligent and honest team member; open to learning and growth.
Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Associate

TJX COMPANIES, INC - Philadelphia County, PA - August 2013 to Present

Responsibilities

Smile and greet and engage every customer exercising the ten by ten rule.
Assist interior / customer the same .
Ensuring to practice the policy of our store culture.
Provide professional customer service at all times.
Ensuring departments are stocked and shoppable free and clear of debris for a great shopping experience

Accomplishments

My contribution to Store 1144 has been a positive impact on my teammates. Working together to achieve our Shrink deficit. Ensuring vigilance of the needs of our customers

Skills Used

Professional
Smile
Customers service
Merchandising
Cashier
Ensuring Safety of personal work space and overall
Engage greeting customer
Available for all inquiry of meeting the goal.

Community Homes Youth Care Worker

Relief - Philadelphia, PA - April 2012 to Present

Provide relief for Professional Parent, ensure safety of youth, assist with planned activities as scheduled.

Receptionist/Administrative Assistant

Nehemiah Financial Services - Philadelphia, PA - November 2003 to June 2007

Telemarketing

Operated various office equipment, telephones, computer, fax, calculator and copier.
Solicited phone calls to various clients/ businesses and presenting programs for different loans.

Electronic Assembler Specialist IV

Visteon Automotive Systems, LLC - Lansdale, PA - August 1986 to September 2000

Responsibilities

Arrive on time
Operate machinery to build product
Quality controls
Prepared finished product for shipping
Ensuring safety with process of process
Minor troubleshooting.

Accomplishments

Employment with Visteon developed a stronger significance of my responsibility to problem solve ,
accountability to other's who were on the project promoting teamplayer.
Supporting daily goals for the week and months.
Flexible to the priority of list.

Skills Used

Team player
Abilities to work independently
Open to being available
Working with diversity.

Receptionist/Medical Assistant

Electronics Specialists IV - Philadelphia, PA - January 1997 to November 1997

Assembled various automotive parts and participated in group start up meetings and station rotations.

Mt Airy Pediatrics - Philadelphia, PA 19119

January 1997- November 1997

Receptionist/Medical Assistant

Prepared patients for visit by taking weight, height, eye exam, temperature and retrieved lab results
Pulled files for next day set up, triaged phone calls, and set appointments in a timely manner.
Performed miscellaneous duties such as cleaning office, examination rooms, opening and closing the office.

EDUCATION

DPT

Business School - Philadelphia, PA
2006 to 2006

High School Diploma

Olney High School - Philadelphia, PA
1977 to 1980

SKILLS

Detail driven, ensuring policy is followed, professionalism

CERTIFICATIONS

Massage Therapist

August 2006 to Present
Certificate of completion Massage Therapist

Dedicated to Placement and Training
August 2006

ADDITIONAL INFORMATION

CPR February 2015-16

Child Abuse Clearance February 2015-16