

Johnna Rogers

Orlando, FL • Mobile: (407)-717-7952

Johnnarogers@yahoo.com • <https://www.linkedin.com/in/johnnarogers/>

EXECUTIVE SUMMARY

A customer obsessed associate who is driven in fast-paced, collaborative environments and motivated by building relationships, and earning the trust of peers, leaders, and customers. Seeking a role in which I can attribute my strengths to help grow customer outcomes, along with insisting on the utmost quality.

EDUCATION

University of Central Florida, Orlando, FL Expected Graduation **May 2024**
Bachelor of Science in Business Administration, Integrated Business.

PROFESSIONAL EXPERIENCE

Arnold Palmers Bay Hill- Server **October 2023-Present**

- Ensure club members, from beginning to end, have an extraordinary fine dining experience
- Effectively fulfil client requests while building long term relationships with club members
- Participate in world famous Arnold Palmer Invitational, cultivating relationships and providing high class service to highest VIP members

Shore Brand LLC- Commission Sales Associate **November 2022-March 2023**

- Drive and exceed individual KPI goals by ensuring the highest level of customer service
- Assist in merchandising and maintenance of sales floor
- Support inventory demands for both store front and backstock
- Followed up on all sales and client requests to build customer relationships

Gators Dockside- Hostess **May 2022- September 2022**

- Trained and shadowed staff members as they were onboarded
- Worked with front and back of house staff to organize efficiency in the dining experience
- Answered incoming calls and addressed customer queries efficiently

ACADEMIC PROJECTS

Marketing **Fall 2022**

Marketing Job Shadow

Participated in job shadow and gained first-hand experience in the world of running an independent marketing company and the skills required. Reviewed different strategies that aided in furthering the impact of individual brands and how these strategies could be most effectively implemented. Learned skills regarding event planning, operating within a team of marketers, and planning in order to meet deadlines.

VOLUNTEER & ADDITIONAL EXPERIENCE

Board member of David Rogers Forever #11 Charity **2020-Present**

- Donates funds to create custom hospital gowns for children in the Orlando area through merchandise and fundraising events.

Certifications **May 2022-Present**

- Hospitality Resource Supply- Gators Dockside