

Mark Johnson

427 Edenridge Drive, London Ontario, N5Y 5T9. Cell-Phone: (226) 926-3150 Phone: (519) 204-4024
E-mail: markjo9263150@gmail.com

My career objective is to use my education, and strong background in sales, or customer service as a platform to build a career.

Work Experience

- Jan. 2023 – May. 2024 Liberty Staffing Services, London, Ontario
Forklift Operator, Packer, Production Line (Temporary Assignments)
 Receive completed products from the production lines, then prepare them for shipping. Operate a counterbalance forklift to wrap and deliver the loaded pallets to the shipping and receiving department. Operate a counterbalance forklift to load and unload trailers, in addition to completing the required paperwork. Assist with assembly line tasks at various positions along the production lines.
- Aug. 2022 – Dec. 2022 Columbia Sportswear, London, Ontario
Warehouse Assistant – Shipping (Temporary Contract)
 Consolidate cartons to the correct pallets for shipping. Verify that the correct cartons have been stacked on the pallets, then wrap them for shipping. Assist with weighing and labelling cartons.
- Feb. 2022 – Aug. 2022 Anchem Sales, London, Ontario
Warehouse Assistant, Forklift Operator
 Receive completed products from the production team, then prepare them for shipping. Also, use a forklift to deliver the packaged (wrapped) boxes, pails, kegs, and IBC totes to the shipping and receiving department. When needed, assist with the production of goods, or wash containers, and test them for usability.
- Oct. 2009 - Mar. 2016 The Bradford Group, London, Ontario
Senior Customer Service Representative - Team Leader
 Provide customer service assistance to American and Canadian callers. Up-sell products and services to clients that have called to purchase collectible items, jewellery, or designer cheques. Connect with clients as a Supervisor whenever a client requests to speak with one. Participate in training support for newly hired agents. Audit the agent's call dispositions, and “good will” credit discounts.
- Mar. 2009 – May. 2009 TLS Connecting Voices, London, Ontario
Customer Service Representative (Temporary Contract)
 Perform customer service when handling calls from existing Canadian clients regarding residential painting, as well as perform lead regeneration tasks to schedule new painting contracts.
- Nov. 2008 – Jan. 2009 Kantar Operations, London, Ontario
Interviewer
 Contact American households by telephone to complete consumer surveys.
- Jan. 2003 – Feb. 2007 NAL Path Insurance Brokers/National Auto League, London, Ontario
Marketing Agent, L.L.Q.P. Accident & Sickness Insurance Agent
 Contact Canadian small-business owners by phone or mail to qualify them for various insurance coverage. Book appointments for NAL Path Insurance Agents to meet with qualified business owners.

- Jul. 2002 – Jan 2003 Manpower, London, Ontario
General Labourer (Temporary Assignments)
 Perform clerical, or general labour tasks during short-term office support, or industrial manufacturing positions.
- Jan. 2002 – May 2002 Alliance i Communications, London, Ontario
Telephone Sale Representative, Customer Service Agent
 Call Bell Canada's former customers for the Bell Canada “win-back” program. Call existing Bell Canada customers to up-sell new services.
- Jul. 2001 – Dec. 2001 Skyscape Communications Inc./ISO Marketing Group, Toronto, Ontario
Clerk, Marketing Agent
 Cross-reference the National Domain Name Registry databases for internet web addresses to assess availability when a potential customer's requests is received by phone or e-mail. Contact the potential Canadian customer by phone to help them further secure their existing internet domain name, or possible new internet domain name (web-site address).
- Jan. 2001 – Mar. 2001 Gemma Communications, Toronto, Ontario
Telephone Sales Representative
 Contact Capital One MasterCard customers to gain their interest in a Memberworks Canada's up-sell offer.
- Apr. 2000 – Nov. 2000 Datacom Direct Inc., Toronto, Ontario
Telephone Sales Representative
 Sell cellular phones and calling plans to American customers for AT&T Wireless (outbound sales).
- Oct. 1999 – Jan. 2000 Altel 2001, Vancouver, British Columbia
Telephone Sales Representative (Temporary)
 Receive calls from an automated dialler to sell news paper and magazine subscriptions.
- Jul. 1999 – Sep. 1999 London City Chrysler, Jeep, Dodge, London, Ontario
Sales and Leasing Representative
 Complete Chrysler’s Finance Training and Product Knowledge CDI course to achieve certification. Sell or lease vehicles from the company's inventory.
- Dec. 1998 – Jun. 1999 Infotech Publishing, London, Ontario
Telephone Sales Representative
 Sell website or hard-copy subscriptions to American Information Technology department managers.
- Jan. 1998 – Nov. 1998 Oracle the Assistant Group (Sykes Canada Corp.), London, Ontario
Telephone Consultant - Team Leader
 Sell residential long-distance calling plans for Sprint Canada. Coach telephone consultants to help them achieve the company's quality control, and sales goals. Performed the Managing Assistant role; assisting a team of telephone consultants for Citibank's “photo identification” credit card program.

Jul. 1996 – Jan. 1998 Champ Sports/Northern Elements/Footlocker, London, Ontario
Sales Associate

Use customer service and sales techniques to determine and meet customer needs for athletic footwear or clothing. Earned the “Big Ten” award for the highest multiple sales average among Champs Canada's sale associates.

Education

Highest Level: College Diploma/Degree

2005 – 2006 I.F.I.C./Peel Institute Canada (On-Line Course)
L. L. Q. P. – Accident & Sickness Insurance Agent License

2002 – 2004 Fanshawe College, London Ontario
Law Clerk Diploma/Degree

1992 – 1996 Sir Wilfrid Laurier Secondary School, London, Ontario
Ontario Secondary School Diploma

Academic career geared toward business and technology.

Earned credits in courses such as Law, Drafting, and Computer Programming.

Successfully gained employment experience through Co-Op Course, and achieved C.I.B.C.'s Customer Service Representative Certificate (Bank Clerk certificate).