

Deziree Johnson

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EDUCATION

Old Dominion University, Norfolk, VA

Bachelor of Science

Graduation Date: May 2025

Major: Cybersecurity

Minor: Criminal Justice

GPA: 3.62

EXPERIENCE

Target - Norfolk, VA

Associate

May 2020 - Present

- Provide exceptional customer service by warmly greeting and assisting guests, fostering a positive shopping experience.
- Execute digital order fulfillment, ensuring accuracy and timeliness in selecting, packing, and sorting items.
- Meet productivity metrics and fulfillment goals, consistently delivering on guest order promise times.
- Maintain a safe and organized workspace, following safety guidelines and procedures.
- Support various guest services, including cashier backup and order pickup, while adhering to compliance standards.

The Brooks Crossing Innovation Lab - Newport News, VA

Program Assistant (Internship)

September 2024 - December 2024

- Led hands-on makerspace sessions for K-12 students during field trips, teaching skills such as 3D printing, laser cutting, and robot building.
- Supported community events by assisting participants, preparing activities, and maintaining a welcoming environment.
- Developed new programming activities using innovative tools and resources, aligning with the lab's educational goals.
- Maintained and cleaned equipment, organized supplies, and provided daily support to the program supervisor to ensure seamless operations.

Checkers - Fredericksburg, VA

Associate

December 2019- May 2020

- Assisted management in day-to-day operations, going above and beyond to support team members and ensure smooth functioning of the restaurant.
- Contributed to achieving quality goals by actively minimizing errors, identifying conformance issues, and implementing corrective measures.
- Successfully resolved team and customer issues through effective communication and problem-solving skills, enhancing overall satisfaction.
- Consistently met demanding targets by collaborating effectively with team members, demonstrating strong teamwork and dedication to accomplishing group objectives.

Taco Bell - Fredericksburg, VA

Cashier

June-2019 - December 2019

- Provide exceptional customer service by efficiently and accurately processing customer orders at the register, ensuring satisfaction and repeat business.
- Utilize strong communication skills to interact with customers, address inquiries and resolve issues promptly to maintain a positive dining experience.
- Handle cash transactions with precision, including operating cash register, processing payments, and providing accurate change, minimizing discrepancies.
- Collaborate with team members to maintain cleanliness and organization of the dining area, contributing to a welcoming atmosphere for guests.

Chuck E. Cheese - Fredericksburg, VA

Party Host

January -2019 - September 2019

- Coordinated and hosted children's parties, ensuring a fun and memorable experience for guests.
- Managed party logistics, including scheduling, setup, and cleanup, ensuring smooth execution and customer satisfaction.
- Demonstrated exceptional communication skills to effectively convey party packages and options to parents, resulting in increased bookings and revenue.
- Successfully multitasked, managing multiple parties simultaneously while providing personalized attention to each group.
- Collaborated with kitchen and game room staff to fulfill food orders, distribute game tokens, and accommodate special requests, enhancing the overall party experience.

SKILLS

Customer Service, Communication, Teamwork, Multitasking, Organization, Time Management, Problem Solving, Cash Handling, Inventory Management