

# Javonnie Joyner

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## Professional Summary

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I am seeking a position where I can utilize the skills and experiences I've acquired, in hopes of growing with the company. With my strong background in customer service and management, I will be a positive asset long-term through my adaptability, eagerness to learn, and willingness and ability to go above and beyond my duties to be of service to my superior and/or colleagues.

## Work Experience

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### Technician

**American Red Cross** | Richmond, VA

January 2025 to Present

Ensure products/samples are suitable for release for distribution, while meeting production goals.

- o Perform good inventory management practices throughout the manufacturing and shipping process, while prioritizing workload to meet production and customer requirements.
- o Perform data entry associated with further manufacturing, labeling, storage, ordering, and shipping; maintain and review accurate physical and electronic manufacturing records.
- o Analyze and make decisions based on visual inspection and information provided from other departments to meet time requirements and quality standards.
- o Identify and quarantine products/samples that don't meet quality requirements and perform disposition of unacceptable product. May make hospital deliveries as assigned.

### Team Supervisor

**WAWA**

September 2020 to November 2024

- Deliver outstanding customer service, handle inquiries/complaints in a swiftly manner, and gather valuable feedback from customers in-person and through the promotion of store surveys.
- Responsibility of the team on shift while working in a fast-paced environment with minimum staffing.
- Uphold safety, security, quality, and operational standards daily for efficient productivity such as temperature checks, daily cleaning tasks, weekly cleaning tasks, uniform policy, checking emails, and counting the safe and registers.
- Spot opportunities for improvement and share them with the leadership team daily, at 1-on-1 meetings, and team meetings.
- Greet and check-in store vendors ensuring quality and quantity are accurate.
- Ensure the store and equipment are in tip-top shape through observation and work orders.

## Teller

### Henrico Federal Credit Union

August 2018 to December 2019

- Provides superior member service by accurately and efficiently performing teller related transactions in accordance with HFCU policies and procedures.
- Performs paying and receiving functions with accurate balancing and reporting, including but not limited to deposits, check cashing, loan payments, miscellaneous sales, cash advances, etc.
- Handles each transaction proficiently, exercising good judgment and seeking approval for any transaction exceeding their level of authority and provide quality service by following all member service expectations.
- Verifies and balances assigned cash drawer daily with minimal cash variances and complete all required, ongoing enterprise level training including, but not limited to BSA, OFAC, and Information Security.

## Lifeguard

### Kings Dominion Amusement Park

June 2019 to August 2019

- Achieving and maintaining a certification to effectively operate all waterpark attractions and following all delegated tasks assigned by Aquatics Management or as stated in the Waterpark Standard Operating Procedures
- Adhering to bio-hazardous waste disposal procedures and perform all related duties in compliance with fecal matter exposure policy.
- Remaining at a "Test-Ready" competency level of skills once certified for assisting in other areas of the Aquatics Department and enforcing all Six Flags policies.
- Performing other incidental and related duties as required and assigned.

## Crew Leader

### Carhop Sonic Drive-In

February 2017 to June 2019

- Delivering a warm, friendly, and fast experience to every guest and demonstrating an ability to remain calm, especially in tough situations.
- Being empowered to resolve customer concerns, guaranteeing every guest leaves satisfied.
- Maintaining SONIC safety and sanitation standards
- Eagerness to learn and grow while demonstrating a team mentality and willingness to help where needed.

## Education

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### Finance (University)

Pennsylvania State University-Main Campus | Remote

2026 to Present

### Specialty Center for Humanities

Hermitage High School

January 2019 to December 2019

### Business Administration (Associate of Applied Science)

Reynolds Community College | Richmond, VA

## Skills

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|                        |                  |                        |                       |                            |
|------------------------|------------------|------------------------|-----------------------|----------------------------|
| Coachable              | Microsoft Excel  | Data analysis skills   | Task-Oriented         | Cash flow analysis         |
| Leadership             | Self-direction   | Dedicated              | Relationship building | Delivery driver experience |
| Training & development | Microsoft Office | Supervising experience | Responsible           | Bloomberg                  |

Entrepreneurship

Investment

Analysis skills

Business development

Administrative experience

Hard-Working

## Languages

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English

## Certifications and Licenses

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Driver's License