

# John-Thomas Sanganza

ENTRY-LEVEL JOBS IN CUSTOMER SERVICE, RETAIL, IT SUPPORT

## EDUCATION

Georgia State University  
Associates in Business Administration

## REFERENCES

Available upon request

## OBJECTIVE

Motivated and reliable student pursuing a degree in Business Administration/Information Systems, seeking a part-time position in customer service, retail, office administration, or entry-level IT support. Eager to apply strong communication, problem-solving, technical, and organizational skills while gaining valuable hands-on experience in a professional environment. customer service.

## CORE SKILLS

- **Customer Service & Communication:** Friendly, professional demeanor with ability to assist customers, answer questions, and resolve concerns quickly.
- **Retail & Sales Support:** Familiar with basic cash handling, point-of-sale systems, stocking, and inventory organization.
- **Office Administration:** Skilled in Microsoft Office (Word, Excel, PowerPoint) and Google Workspace; able to schedule, file, and manage records.
- **IT Support:** Basic troubleshooting for hardware and software issues; knowledge of operating systems and common applications.
- **Organization & Time Management:** Able to multitask and prioritize tasks efficiently in busy environments.
- **SQL Training**

## EDUCATION

Georgia State University—Associate/Bachelor's *Degree in Business Administration (In Progress)*  
Expected Graduation: May 2027

Stephenson High School— *High School Diploma*  
Graduated: May 2023

## EXPERIENCE

October 2024 - January 2025

Entertainment Usher • Stone Mountain Pk

- Provide support via phone, email, chat, and social media channels.
- Resolve customer inquiries and issues efficiently and professionally, ensuring high levels of customer satisfaction.
- Help keep the venue clean before, during, and after events.
- Assist with cleanup or resetting the venue for the next event.
- Monitor audience behavior during events.

October 2023 - January 2024

Customer Service / Entertainment Usher • Stone Mountain Pk

- Assist customers by directing them to the right place.
- Provide excellent customer service by answering questions and addressing concerns with a friendly and helpful attitude.
- Handle guest complaints or issues promptly and professionally, escalating to supervisors when necessary.

November 2022-March 2023

Cashier/Burlington, • Snellville GA

- Operate cash registers, POS systems, or payment terminals.
- Handle cash, credit/debit cards, mobile payments, and gift cards.
- Greet customers in a friendly manner.
- Keep the checkout area clean and organized.
- Address and resolve customer concerns or complaints when possible.