

Joshua D. Goetz



### **Professional Summary**

Energetic employee who thrives on working safely and efficiently while delivering outstanding customer service. Expertise in maintaining inventory, setting up displays and maintaining cleanliness. Strong customer service skills and proven ability to be a successful part of a team. A confident and effective employee who receives excellent customer feedback.

- Customer Service
- Reliable & Trustworthy
- Flexible
- Dependable
- Friendly
- Positive Attitude
- Teamwork
- Time management
- Inventory Control
- Interpersonal Skills.

### **Employment History**

#### **Classroom Cleaner – Ewa Beach, HI 2/8/2024 - Present**

- Remove all trash from all classrooms
- Spot sweep the classrooms if needed sweeping
- Mop all classrooms that i'm assigned to if needed
- Dump trash when done working

#### **Regal Cinema 7 – Keauhou, HI 12/2022 – 7/2023 *Floor Staff***

- Provide quality customer service and maintain high standards of professionalism
- Tear tickets, collect and deposit into appropriate bins
- Direct patrons to their auditoriums
- Conduct in-theater inspections to monitor picture and sound quality
- Help maintain clean quality environment within the auditoriums
- Restock concession stand as needed
- Follow all safety procedures

#### **Safeway – Kailua Kona, HI 10/2021-12/2022 *Courtesy Service Clerk***

- Greet and welcome every customer in a pleasant manner
- Help customers in locating merchandise at the shelves
- Assist customers in moving their carts from one segment or shelf in the store to another
- Help customers in shifting the cart with their items to the cashier's desk

- Make sure that clients' items are bagged appropriately
- Assist clients in taking the bagged objects to their vehicles when necessary
- Ensure that shopping carts and trolleys are well packed
- Assist the cashier in checking the value of products picked by customers
- Return products picked but not paid for by customers to the appropriate shelves
- Restock the cabinets as well as ensure that they are always neatly arranged
- Assist the cleaner to tidy up the shopping areas and empty waste bins when necessary
- Hold friendly but professional communication with each customer.

### **Regal Cinema 7 – Keauhou, HI 5/2017 – 10/2021**

#### *Floor Staff*

- Provide quality customer service and maintain high standards of professionalism
- Tear tickets, collect and deposit into appropriate bins
- Direct patrons to their auditoriums
- Conduct in-theater inspections to monitor picture and sound quality
- Help maintain clean quality environment within the auditoriums
- Restock concession stand as needed
- Follow all safety procedures

### **Arc of Kona – Kealahou, HI 12/2014 - 05/2017 *Yard Crew***

- Raked leaves and swept walkways
- Identified and extracted weeds
- Maintained cleanliness of grounds by picking up any trash
- Inspected and maintained watering
- Mowed grass as needed
- Worked outdoors in all weather conditions, maintaining energy and pace along with team

### **Puna Kamali'I Flowers Inc.– Keaau, HI 8/2008 - 08/2013 *Yard Crew***

- Used mowers, weed eaters and common hand tools to trim grass and edge lawn areas
- Maintained watering of plants and foliage
- Raked leaves and swept walkways
- Applied fertilizers to the soil and pesticides to the flowering plants as needed
- Worked outdoors in all weather conditions, maintaining energy and pace along with team

### **Arc of Hilo – Hilo, HI 09/2004 - 08/2008 *Worker 1***

- Removed trash and recyclables from buildings and transported to appropriate bins
- Sorted materials, including plastic, paper and glass in order to recycle them properly
- Cleaned recycling area by sweeping and raking as needed
- Assisted customers with their recycle items

#### **Education:**

Keaau High School – Graduated 2008

**Volunteer Experience:**

Encore/Kuhio Grill – Hilo, HI

Duties included janitorial, cleaned tables between customers, swept floors and cleaned windows.

Wild Ginger Inn – Hilo, HI

Duties included trimmed trees, raked grass, installed smoke detectors, fixed door knobs, changed sink faucets and changed outlet covers.

Honolulu Tool Library – Honolulu, HI

Duties included Logging customers tools into the computer when the customer returns the tools, getting tools ready for customers request tools, signing up new customers when they ask to become new members