

Date

Dear Hiring Manager,
I am writing in response to your advertising position opening.
Please feel free to contact me with any additional questions at your first convenience.
In advance, thank you for your time.

Sincerely,

Justin Prohaska

Encl.

HIGHLIGHTS OF QUALIFICATIONS

Energetic employee dedicated to achieving profitability and delivering outstanding customer service. Exceptional analytical, organizational and people skills. strong personal ethics and integrity. Convey a professional image of honesty, compassion and concern for my customers' needs. good conflict-resolution skills. Has perfect attendance. Works well under pressure and deadlines. Highly organized team builder with strong leadership experience. Willing to work weekends, all shifts and overtime. Excellent communicator seeking a challenging position utilizing current skills.

WORK AND VOLUNTEER EXPERIENCE

Computer sales associate, Best Buy,

Des Moines, IA 11/2009 - 2/2015

- Responsible for cash & credit card transactions in a busy retail sales environment.
- Accountable for \$1000+ cash on hand.
- Duties include product merchandising and displays.
- Skilled in resolving customer service issues and finding “Win Win” solutions.
- Excellent Performance and Evaluations.
- Knows advanced selling strategies such as selling with “trust” and the “Feel, Felt, Found,” method.

Rwc, Us. Cellular

West Des Moines 03/2015 - 07/2015

- Responsible for conversing with customers and providing excellent customer service.
- Can recommend products to fit customer needs.
- able to convince customers into switching to new updated plans and provide value to them.
- Responsible with customer’s private information.
- Perform follow ups with customers to see how they are doing with their new devices.

Logistics team member/Guest service team lead/Electronics specialist, Target,

Des Moines, IA 07/2015 - Present

- Able to Lift 50 pounds repetitively and assist with heavy merchandise lifts.
- Use technology to read instructions and enter information.
- Use excellent planning, organizational and numerical skills.
- Provide timely, courteous, knowledgeable service to guests.
- Lead the front of store team to deliver an amazing guest experience by ensuring they are knowledgeable and empowered to make it right for guests.

EDUCATION

Dmacc

Des Moines, IA

2019 - Present

Currently an Undergraduate in DMACC’s AAS Web Developer Program

Classes include:

HTML5, CSS3, Advanced CSS3, Website Design, Wordpress and Javascript

Portfolio Website:

jdprohaska.com

High School Diploma

Lincoln High School, Des Moines, IA 2008

Basic Computer skills include: Microsoft Office Suite (Outlook, Word, Excel & PowerPoint)

AWARDS/OTHER

First Chair Trombone for the Iowa Ambassadors of music during their trip to Europe.

Personal Reference List:

- **Robert Romore - Webspec design**
Cellphone: (515) 491-3135