

Abubakr Jonsson

Minneapolis · MN

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Profile

Customer-focused professional with 8 years of experience in service-oriented roles across hospitality, retail, and facilities operations. Skilled in day-to-day operational support, client interaction, and task coordination. Seeking to transition into a structured business environment with opportunities for growth. Limited exposure to formal product development cycles or strategic pricing initiatives.

Skills

Customer Service, Inventory Management, Cash Handling, Team Coordination, Microsoft Word & Excel (Basic), Time Management, Conflict Resolution, Retail Sales, Order Processing, Public Speaking (small groups), Janitorial & Facility Maintenance, Event Setup & Breakdown, Safety Compliance, Food Handling (ServSafe Certified), Multitasking in Fast-Paced Environments

Languages

English | – Present

native

Somali | – Present

conversational

Awards

Employee of the Month | 2019-08-01

ValueHome Plus

Recognized as "Employee of the Month" once for friendly service (August 2019).

Improved Nightly Shift Reporting Efficiency | 2022

Recognized for improving nightly shift reporting efficiency by organizing digital filing system (unofficial initiative, 2022).

Reduced Front Desk Wait Time | 2017

Reduced front desk wait time by 15% during peak hours through

optimized check-in■■■ (informal observation, 2017).

Certifications

ServSafe Food Handler Certification | 2018

ServSafe

ServSafe Food Handler Certification Renewal | 2021

ServSafe

OSHA Workplace Safety Training | 2022

OSHA

Interests

Community Volunteering | – Present

- food banks

Sports | – Present

- local soccer leagues

Photography | – Present

- amateur photography

Experience

GreenStone Facilities Management, LLC

Operations Assistant | 01 Mar 2021 – Present

Support daily facility operations across commercial office buildings, including janitorial supervision, equipment checks, and supply restocking. Liaise with vendors for routine maintenance delivery; track service completion via paper logs. Coordinate shift schedules for 5 part-time cleaning staff; no budget or performance review responsibilities. Maintain incident reports and safety checklists; not involved in strategic planning or financial analysis.

- Support daily facility operations across commercial office buildings, including janitorial supervision, equipment checks, and supply restocking.
- Liaise with vendors for routine maintenance delivery; track service completion via paper logs.
- Coordinate shift schedules for 5 part-time cleaning staff; no budget or performance review responsibilities.
- Maintain incident reports and safety checklists; not involved in strategic planning or financial analysis.

ValueHome Plus

Retail Sales Associate | 01 Jun 2018 – 01 Feb 2021

Assisted customers in product selection for home goods and seasonal items. Managed cash register operations, daily sales reconciliation, and returns processing. Participated in store merchandising resets but had no role in pricing decisions or product sourcing. Recognized as "Employee of the Month" once for friendly service (August 2019).

- Assisted customers in product selection for home goods and seasonal items.
- Managed cash register operations, daily sales reconciliation, and returns processing.
- Participated in store merchandising resets but had no role in pricing decisions or product sourcing.
- Recognized as "Employee of the Month" once for friendly service (August 2019).

UrbanStay Hotels

Front Desk Associate / Overnight Security Monitor | 01 Sep 2015 – 01 May 2018

Provided guest check-in and check-out services, handled reservations, and responded to complaints. Monitored CCTV systems and conducted routine facility walkthroughs. Coordinated with housekeeping for room readiness; used internal ticketing system for maintenance issues. No involvement in pricing strategy, product rollouts, or marketing campaigns.

- Provided guest check-in and check-out services, handled reservations, and responded to complaints.
- Monitored CCTV systems and conducted routine facility walkthroughs.
- Coordinated with housekeeping for room readiness; used internal ticketing system for maintenance issues.
- No involvement in pricing strategy, product rollouts, or marketing campaigns.

Education & Training

Associate of Arts, General Studies

Minneapolis Community & Technical College
– 2014

High School Diploma

Lincoln High School
– 2010

References

Available upon request