

Carol Johnston

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Professional Summary

Accomplished and results-driven Store Manager and Business Owner with extensive experience in retail management, customer experience, and account operations. Proven ability to drive sales growth, improve service metrics, and build strong customer relationships in both in-store and remote environments. Known for consistency, loyalty, and a hands-on leadership style that motivates teams and elevates performance.

Core Competencies

Retail Operations Management · Customer Service Excellence · Account Management · Inventory Control · Leadership & Training · POS Systems & Cash Handling · Visual Merchandising · Sales Growth & Upselling · Donation & Fundraising Campaigns · Microsoft Dynamics 365 · CRM Platforms (Salesforce, NetSuite, USD, Workday)

Professional Experience

Customer Experience | Nordstrom Rack — Henderson, NV

July 2024 – Present

- Manage front-end retail operations including POS systems, merchandising, and inventory management.
- Deliver exceptional customer service while promoting loyalty and credit programs.
- Train and support associates in upselling and suggestive sales techniques to increase store revenue.
- Ensure compliance with asset protection protocols and operational accuracy.
- Daily use of Workday, Microsoft Dynamics 365, and OKTA.

Remote Donor Contact Services Agent | World Vision USA — Henderson, NV

July 2023 – Present

- Handle 100+ inbound/outbound calls daily, managing donor accounts across multiple campaigns.
- Process donations and successfully upsell additional contributions to increase fundraising results.
- Recognized as top fundraiser for multiple months within the team.
- Maintain accurate records in NetSuite; update payment methods including EFTs and credit cards.
- Utilize Microsoft Dynamics 365, USD CRM, Confluence, Teams, and Zoom to support donor engagement.

Remote Member Care Specialist | CLEAR — Las Vegas, NV

March 2023 – July 2023

- Managed member accounts including cancellations, reactivations, and refunds.
- Delivered responsive service via chat, inbound, and outbound communication channels.
- Utilized Salesforce CRM, Google Suite, Slack, and Microsoft Suite to document and resolve member issues.

Remote Accounts Receivable Specialist / Collections | Radius Global Solutions LLC (formerly Windham Professionals) — Las Vegas, NV

May 2021 – March 2023

- Managed accounts receivable and revenue recovery for commercial and consumer accounts.
- Processed ACH, EFT, and credit card payments with high accuracy in compliance with HIPAA standards.
- Resolved delinquencies through skip tracing, customer negotiation, and payment arrangement setup.
- Collaborated with upper management to resolve escalated issues and optimize workflows.

- Daily use of SAP, Citrix Workspace, NetSuite, Microsoft Suite, and TCN phone system.

CEO / Broker / Business Owner | A2B Freight Brokerage LLC — Toluca Lake, CA

February 2020 – March 2021

- Founded and managed certified small business specializing in domestic freight logistics.
- Oversaw HR, customer acquisition, and compliance operations.
- Brokered long-haul and local freight contracts; built and maintained client relationships.
- Responsible for full-cycle operations including administration and finance.

Event Coordinator | Audiences Unlimited — Burbank, CA

October 2008 – June 2020

- Managed client accounts, cold calling, and event coordination for live television audiences.
- Developed promotional materials and social media content to drive attendance.
- Delivered on-site and off-site presentations to promote shows and partnerships.
- Exceeded monthly goals for audience acquisition and engagement.

Additional Experience

Online Retail Sales / Office Manager | Instrumental Savings — Los Angeles, CA (Jan 2008 – Aug 2008)

Store Manager | Pinkberry — Venice, CA (Jul 2007 – Dec 2007)

Store Manager | Comfort One Corp — Washington, DC (Jun 2006 – Jun 2007)

Store Manager | The Walking Company — Bethesda, MD (Jan 2004 – May 2006)

Store Manager | CVS Pharmacy — Camp Springs, MD (Jan 2001 – Dec 2003)

Distribution & Assistant to Men's Buyer | Nordstrom — Upper Marlboro, MD (Mar 1995 – Jan 2001)

Education

Bachelor of Science (B.S.)

Technology Proficiency

Microsoft Dynamics 365 · Workday · Salesforce · NetSuite · SAP · USD CRM · OKTA · Confluence · Teams · Zoom · Google Suite · Citrix Workspace · TCN · Dayforce

Key Highlights

- Consistent record of increasing sales and improving customer service across multiple industries.
- Top fundraiser at World Vision USA with proven success in account management and donor engagement.
- Strong leadership background managing store teams, remote operations, and small business ownership.