

# JOHANNA POLANCO

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## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

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## WORK HISTORY

**Front Desk, 03/2007 to 01/2009**

**Sheraton Hotel - Yokohama, Japan**

- Greet guests
- Asking for guest bookings
- Ask for identification and ensure credentials are accurate
- Handle guest check-ins and check-outs appropriately
- Operate hotel switchboard, take calls, provide information, transfer calls
- Answer queries regarding hotel's services, charges, dining facilities, sports facilities, and travel directions.

**Wheeled Vehicle Mechanic (91B), 06/2012 to 06/2015**

**United State Army - JBLM Fort Lewis McChord**

- Maintain wheeled vehicles, their associated trailers, material handling equipment systems
  - Inspect, service, maintain, repair, replace, adjust, test wheeled vehicles material handling equipment systems, subsystems and components
  - Service automotive electrical systems, including wiring harness, starting and charging systems
  - Perform wheeled vehicle recovery operations
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## EDUCATION

**Master of Information Technology Management with concentration in Information Security**

**keller Graduate School Of Management** Chicago, IL

•04/2024 - Present

**Bachelor of Science, Multimedia Design And Development,10/2023**

**Devry University-** Chicago, IL

- Dean's List
- 4.0 GPA
- summa cum laude graduate

## CONTACT

**Address:** Davenport, FL

33837 **Phone:** 917-767-1317

**Email:**

Army.joha@gmail.com

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## SKILLS

- Proficiency in MS Office, Word, Excel and Outlook
  - Analytical problem solver and team player
  - CSS
  - Javascript Libraries and Frameworks
  - Digital graphics creation
  - Database Administration
  - Website Maintenance
  - Front-End Development
  - Adobe Creative Suite
  - Front-End Skills: HTML, CSS
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Associate of Applied Science, Dental Assisting,01/2017  
Bates Technical College- Tacoma, Washington

Some College (No Degree), Information  
Technology Texas Central College- Killeen, TX

Some College (No Degree), Information Technology  
And Management Berkeley College- New York, NY  
•President's List  
•[4.0] GPA

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LANGUAGES

Spanish  
Native or Bilingual

English  
Native or Bilingual

Japanese  
Professional Working

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