Hannah R. Johnson

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Objective

A reliable and detail-oriented professional with a strong dedication to safety, seeking to apply data management skills to the Administrative Officer position at Securitas. Eager to contribute to a secure environment through attention to detail and accurate data handling.

Skills

- **Office Skills:** Microsoft Office Suite (Excel, Word, PowerPoint), Google Suite (Sheets, Docs, Slides), Data Entry & Analysis, Report Preparation, Customer Service.
- **Customer Service:** Excellent Written and Verbal Communication, Guest Support and Assistance, Problem Resolution, Community Engagement.
- **Professional Skills:** Prioritization, Time Management, Independent Worker, Adaptable, Strong Work Ethic, Reliable, Trustworthy.

Experience

Guest Experience Ambassador   **Aug 2024 – Current**
Air Zoo Aviation Museum, Portage, MI

- Deliver excellent customer service by proactively assisting guests, resolving inquiries, and maintaining a welcoming and safe environment.
- Use Microsoft Excel to compile and analyze membership data, creating graphs, tables, and charts for membership reports.
- Work independently to manage daily tasks and responsibilities with a high degree of attention to detail.

Freelance Project Support   **Sep 2023 – Current**
Communitrix, Remote

- Provide dedicated administrative and customer support to a diverse client base, ensuring clear communication.
- Handle client records and ensure all project data is accurate and maintained.

Community Support   **July 2019 – June 2023**
Community.co, Remote

- Compiled and analyzed community data to prepare weekly reports with visual aids for stakeholders using Excel.
- Delivered timely and helpful customer support to members via email and online forums.
- Maintained organized records regarding memberships, events and member activities.

Education

Fullstack Academy   **2024**
Completed intensive program in Fullstack development.

Shelton High School   **High School Diploma**
Located in Shelton, WA