



HANNAH R. JOHNSON

BUILDING LASTING PARTNERSHIPS THROUGH
GENUINE CONNECTIONS

Profile

Accomplished and strategic leader with a proven track record in corporate and community relations, business development, and event management. As Director of Corporate and Community Relations at Monument Realty, I cultivate meaningful partnerships with key organizations like Children's Health, Texas Rangers, and Dallas Cowboys, driving business growth and community engagement. My expertise in organizing events like the HIRE Ground Job Fair strengthens our corporate presence while connecting job seekers with employers. I am dedicated to leveraging innovative strategies and collaborative initiatives to achieve measurable results and positive community impact.

EXPERIENCE

DIRECTOR OF CORPORATE & COMMUNITY RELATIONS Monument Realty **2023-Current**

- Built and managed relationships with local businesses, community organizations, and corporate partners, driving new business opportunities and increasing Monument's visibility.
- Led the planning and execution of high-impact events like the HIRE Ground Job Fair, overseeing logistics, vendor relations, and attendee experience.
- Developed and implemented community outreach programs aligned with Monument's brand values, fostering positive relationships with local stakeholders.
- Identified and pursued new business opportunities through networking, sponsorships, and collaborations with community partners, expanding Monument Realty's market presence.
- Recruited, trained, and managed volunteers for corporate and community events, ensuring teams were aligned with event goals and provided excellent service.
- Collaborated with marketing teams to promote Monument Realty and community events, enhancing brand awareness through strategic communication.
- Secured sponsorships for corporate events, developing sponsorship packages that provided value to sponsors and Monument Realty.

VICE PRESIDENT OF CLIENT SERVICES

Parameno Health
2020-2023

- Developed and executed a client engagement strategy, fostering relationships that led to 360% business growth over three years.
- Achieved 91% client retention by implementing a value-based care model, ensuring smooth transitions during periods of change.
- Collaborated with executive leadership to align on key performance metrics, which led to a 20% increase in operational efficiency.
- Trained and mentored a 10-member client services team, enhancing their skills to drive service expansion, resulting in a 25% revenue growth.
- Trained and led client services teams, boosting productivity by 15% through skills development programs and regular strategy workshops.

 870-308-1322

 hjohnson8688@yahoo.com

 Frisco, Texas

EDUCATION

UNIVERSITY OF CENTRAL ARKANSAS
Bachelor of Science

AFFILIATIONS

Alpha Kappa Alpha Sorority, Inc.
The Potters House of North Dallas
Young Entrepreneurs Academy

CERTIFICATIONS

CORNELL UNIVERSITY
Professional Certificate in Women's
Entrepreneurship

MONUMENT REALTY
Realtor

SKILLS

- Corporate Partnership Development
- Client Relationship Management
- Corporate Sponsorship Acquisition
- Event Planning & Execution
- Marketing Strategy
- Community Engagement
- Business Development
- Team Leadership & Training
- Sponsorship and Fundraising
- Budgeting & Financial Management
- Project Management



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EXPERIENCE, CONT'D

FOUNDING DIRECTOR

iCode

2017-2018

- Developed and executed strategic plans for operational initiatives, exceeding enrollment targets by 15% through targeted outreach and partnerships.
- Managed customer billing, tracking, and financial projections, successfully meeting 100% of set financial targets for two consecutive years.
- Produced detailed reports on converted leads, increasing lead conversion rates by 12%, and consistently tracked monthly revenue growth.
- Led student recruitment efforts, fostering partnerships that resulted in a 25% increase in student enrollment within one academic year.
- Cultivated collaboration between staff, instructors, and mentors, improving team efficiency and student satisfaction by 20%.

DIRECTOR OF CLINICAL OPERATIONS

Next Health

2015-2016

- Managed and grew client relationships, increasing customer retention by 20% while expanding service offerings with key accounts.
- Supervised and trained new hires on best practices and proper protocols; updated training materials and sales collateral and decreased process gaps.
- Conducted regular meetings with clients to assess needs and tailor solutions, maintaining a 95% client satisfaction rate and securing renewals.
- Resolved complex service and account issues, reducing customer complaints by 25% and improving overall client satisfaction.

DIRECTOR

AlphaBest

2015

- Manage afterschool program with 90+ enrolled K-5th graders and seven assistant teachers.
- Implement existing curriculum and establish supplementary activities and lessons.
- Managed all disputes and altercations involving the children, including write ups and parent conferences.
- Facilitated staff meetings in order to implement organizational and safety procedures.

DIRECTOR OF CLIENT SERVICES

DNA Stat

2014

- Provide leadership and vision to the organization by developing and implementing policies for field services and dispatch management.
- Encouraged creative thinking, problem solving and empowerment as part of facility management group to improve morale and teamwork.
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
- Managed existing and developed new client relationships, identifying risk and growth opportunities.

VOLUNTEER EXPERIENCE

Frisco ISD PTA-Vice President

Vice President, Middle School
Book Fair Chair, Elementary School

Little Elm Chamber of Commerce

Active Cabin Cruiser Member

Frisco Chamber of Commerce

Active Member since 2019

Community Food Bank

Volunteer Coordinator

Frisco Diversity Leadership Council

Active Member

Minnie's Food Pantry

Volunteer

REFERENCES

Curtis Cornelious

Mayor of Little Elm

Email: Curtiscornelious@Monumentstar.com

Mobile Phone: 972.832.1586

Brad Sewell

Company Partner

Email: Brad_Sewell@hotmail.com

Mobile Phone: 214.695.7293

Sheacy Thompson

Employee Engagement Officer

Email: sthompson@CUTX.org

Mobile Phone: 817.683.8639