**Joanne P. Johnsen**

**230 W. Jersey St.**

**Gladstone, OR 97027**

**806-881-4163**

[**thejohnsensix@yahoo.com**](mailto:thejohnsensix@yahoo.com)

**EXPERIENCE: Jack Howk Plumbing & Rescue Rooter Nov. 08-May 09**

* **Answered incoming calls**
* **Scheduled service calls**
* **Dispatched technicians**
* **Data entry**

**Cable One Aug. 06-Aug 07**

* **Answer incoming calls**
* **Scheduled service calls**
* **Processed equipment returns and rentals**
* **Data entry**

**Teleperformance U.S.A Mar. 06-Aug. 06**

* **Answered incoming calls**
* **Resolved customer issues**
* **Trained and Supervised new employees**
* **Handled escalated phone calls**
* **Evaluated employees**

**T-Mobile U.S.A Aug. 04-July 05**

* **Answered incoming calls**
* **Resolved customer issues**
* **Assisted fellow employees with calls**