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| **Theresa J Johnson**  **55 James Street**  **Springfield, Ma01105** **413-785-4135**  **theresajobhunter@gmail.com**    **Objective:** To obtain permanent employment in a reputable company whereas I can utilize the professional skills learned to have continued career success.   **Education:** Currently a Sophmore at Broward College to obtain Bachelors degree in the field of Hospital management. Graduate of Charles Evans Hugh high school, Brooklyn, NY.  **Experience:**  **11/07 - 06/08 Hipp of Hollywood, FL.** Temporary customer service: agents for medical insurance company. HIP of New York.  Processed new ID cards, and explanation of benefits .Verified Date coverage began and provided directory of physicians, assigned primary care physicians. Check claims status for members.  **02/07 - 10/07 Wyndham Worldwide Vacations, Margate, FL** Customer service/sales agent: Booking and selling vacation packages. Booked airline tickets as well as cruise tickets. Set up of car rentals and area attractions for clients. Worked with the inventory department to, set up timeshare viewing.    **01/05- 01/06 American Express Plantation, FL.** Dispute agent: solved credit card fraud cases, the cases were fed via computer. Conversed with card members, and merchants to provide case solutions. Handled unauthorized signatures and, merchandised not received cases as well.  **04/03 - 12/04 Fairfield resorts Margate, FL**. Reservationist: Booked airline tickets, car rentals and hotel stays. Directed Clients to timeshare viewings, and hotel front desk to receive their package information. Booked tickets in sabre airline system.  **05/01 - 01/03 Certified Vacations Fort Lauderdale, FL** .Worked as travel agent: booked airline tickets and car rentals, hotel and minotel stays throughout Europe as well as other  international destinations. Booked tickets, with commercial airline industry. Booked tickets through world span system.    **Skills:** Type 55wpm, proficient in Microsoft word, Excel, power point and Microsoft access 2007. Ten key data entry skills. Seven years of customer service experience. Processed credit card payments as well. |

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