**Tammy Johnson**

Tammy75154@gmail.com

469-569-6028 (cell)

**WORK EXPERIENCE:**

**Caretaker**

March 2017 - Current

Professional Caretakers Inc. / Richardson, Texas

Care for elderly, dementia, Alzheimer and Parkinson’s patients in home and other settings. Assist clients with activities of daily living. Monitor client safety.

**Para-Transit Scheduler/Travel Ambassador**

April 2006 - December 2016

Dart / Dallas, Texas

Take inbound calls. Schedule Para-Transit rides. Address client questions, concerns and complaints. Organize rides on manifest for maximum efficiency. Run daily reports and manifest. Train customers individually and in groups to utilize the DART system and to ride DART trains and buses. Make outbound calls to customers to conduct customer satisfaction surveys and to instruct new Para-transit riders in utilizing the system. Maintain client information in the computer data base.

**Customer Service Representative / Rep. Assist**

July 2001 - February 2006

Capgemini Energy / TXU Energy / Irving, Texas

Take inbound calls from customers regarding electric and gas service. Answer customer inquiries regarding billing issues. Make outbound calls to customers regarding power outages, process outage reports and service orders, answer emails from customers, assist inexperienced reps. with difficult calls, manage on call desk monitor back-up systems such as Avaya, monitor call volume and rep. skills on third shift

**Teacher**

August 1992 - August 2000

Texas Public Schools / Texas

Teach reading and special education to students at a variety of grade levels, K-12. Plan lessons and activities to address needs and goals of students. Maintain student progress and other records.

**Assistant House Manager**

February 1992 - December 1992

Progressive Pathways / Arlington, TX

Supervise and train deaf/blind mentally retarded clients, in a group home setting. Supervise other staff in the absence of the house manager.

**Therapist Tech III**

February 1985 - September 1991

Tarrant County MH/MR / Ft. Worth, TX

Supervise adult mentally ill clients in halfway house and independent living settings. Take clients to appointments and supervise them in activities within the community.

**EDUCATION:**

Certification/February 1991

U T | Arlington, Texas

Texas State Teachers Certification with endorsements in Special Education, Elementary Education and Reading

Bachelor's Degree/May 1982

Howard Payne University | Brownwood, Texas

Major: Recreation / Minor: Religious Education

**REFERENCES:**

Ann Pennington

Teacher, Garland I S D

9725512105

Ray & Lauralee Lindholm

Retired Missionaries/Heart for Ethiopia

214-971-3701