

Hannah Johnson

617-620-1047 • Boston, MA • hannah.m.johnson9996@gmail.com
www.linkedin.com/in/hannahmjohnson2014

TECHNICAL SKILLS

JavaScript ES6+ | HTML | CSS | Docker | MySQL | React | JSX | Node.js | MongoDB | Express | Node.js | Bootstrap | Postman

ACADEMIC PROFILE

MIT xPRO | Professional Certificate in Coding: Full Stack Developer Course

- Studied the MERN technology stack and developed foundational skills in web development with JavaScript, HTML, and CSS
- Learned essentials for working in the cloud, automated testing, and deployment in both a front-end and back-end web environment

University of Connecticut | Bachelor of Arts in Spanish Language and Literature

- Studied human rights, Latin American history, literature, creative writing, and grammar structures with a strong foundation of technical science courses
- Education abroad experiences in Costa Rica studying human rights and Chile working in a marine lab

Council on International Education Exchange | Teaching English as a Foreign Language (TEFL) certification

- Learned teaching receptive and technical skills, grammar, classroom management, and lesson planning
- Worked one-on-one with English students in private lessons

PROFESSIONAL EXPERIENCE

Inside Sales Associate

2021 - Present

MaxMind | Remote

- Facilitates complex sales cycles by analyzing customer needs and providing technical solutions through CRM and ticketing systems, collaborating with team members to address technical issues and ensure data compliance
- Resolves 80+ technical support cases weekly, utilizing analytical and problem-solving skills to ensure efficient, accurate data usage and compliance with evolving data privacy standards
- Demonstrates product and technical knowledge by leading cross-functional meetings and product demos on IP intelligence and fraud prevention, focusing on accurate data usage and compliance
- Onboards and trains new colleagues in MaxMind products, sales process, and company policies; Completes organizational projects along with data analysis to find additional commercial business leads

Licensed Realtor

2019 - 2020

Boardwalk Properties | Boston, MA

- Acted as liaison between clients and landlords, fostering clear communication to solve complex negotiation challenges, while managing contract finalization independently; Successfully completed over 20 real estate transactions
- Built 200+ client and landlord relationships, applying creative problem-solving and marketing insights to generate leads and drive successful transactions, demonstrating a proactive, solution-oriented approach

Assistant Team Leader

2018 - 2020

Liberty Travel | Weymouth, MA

- Led team efforts to enhance customer satisfaction by 13%, conducting detailed research and quality checks on service listings, and collaborating with team members to create accurate travel profiles
- Drove a 15% sales increase by developing and managing a customer database, coordinating with cross-functional teams to adapt to changes and optimize sales strategies; Began a corporate partnership with Herb Chambers
- Acted as finance director to balance all invoices; led monthly sales assessment meetings, provided team member coaching and business development to deliver higher sales results; Assisted with new hires and conflict resolution during travel emergencies
- Top first-year consultant in travel sales transfer March 2019, insurance sales in March and April 2019, and product range sales in February and March 2019

Hospitality Professional

2015 - 2018

The Publick House Historic Inn | Sturbridge, MA

- Contributed to planning and execution of high-traffic events for 500+ weekly visitors, focusing on team collaboration and ensuring smooth event operations.