

## YVETTE M JOHNSON

**OBJECTIVE** My objective is to acquire more experience and working knowledge in the IT department at Verizon. I have excellent interpersonal skills, ability to work across teams, and an aptitude for technology.

**EDUCATION** **BACHELOR OF ARTS IN COMMUNICATION | UNIVERSITY OF NEW MEXICO, MAY 2014**  
Concentration in Interpersonal Communication; Minor in Psychology  
**COMPTIA A+ CERTIFICATION, 2009**  
Hardware Technician & Service Technician  
**COMPTIA NETWORK+ TRAINING, 2016**

**VERIZON EXPERIENCE** **Future Leader & Acting Supervisor from April 2016 - April 2017**

- Successful completion of Future Leader training for leadership in the call center
- Activated for a seven month period as a supervisor for Tech and then Care

**Albuquerque Transition Coach from January 2015 – February 2016**

- Support and develop Tech New to Role representatives after they complete Tech Training
- Produce supplemental training as needed to ensure all representatives are set up for success skill and knowledge wise
- Pilot Troubleshooting Guided Flow tool (one of 36 reps in the center)

**Technical Support Coordinator II / Tech Expert from April 2010 - Current**

- Received training for the Albuquerque Tech T3 program in 2010
- Participated in the Customer Relations Team three separate times in 2010, 2013, and 2014

**Technical Support Coordinator I from June 2009 – April 2010**  
**Customer Service Representative from June 2008 - June 2009**

**ADDITIONAL EXPERIENCE** **READING WORKS, INC. | ALBUQUERQUE, NM 2014-CURRENT**

- Coordinated, publicized, and executed a county-wide literacy for health event in 2014
- Certified in Basic Literacy Training to tutor adults in literacy and related areas