

Johanna M. Stewart

2200 Shade Valley Road ♦ Charlotte, NC 28205 ♦ (651) 334-6902 ♦ jstewart4612011@hotmail.com

Objective

To obtain and grow professionally in a challenging career with a leading energetic, team-oriented, company that will allow me to give myself fully to my endeavors while promoting growth according to performance and duties.

Profile

Proficient in MS Office Applications (Word, Excel, Access), internet proficient, dedicated to ensuring a high level of customer service at all times, exceptional interpersonal skills with an aptitude for building rapport with a diverse range of people, able to multitask while remaining professional and courteous in fast-paced dynamic environments. Advanced administrative skills; 45 wpm typing, multi-line phone management, planning, organizing and scheduling.

Flexible and versatile – able to maintain a sense of humor under pressure. Openness and adaptation to change, teamwork, focus on finding solutions, proactive, initiative, and capacity for taking decisions

Skills Summary

- | | | |
|--------------------------|-------------------------|-------------------------|
| ♦ Attention to Detailed | ♦ Advanced level of | ♦ Conflict Management |
| ♦ Report Preparation | Microsoft Office | ♦ Inbound/Outbound Call |
| ♦ Written Correspondence | ♦ Customer Service | Handling |
| ♦ Initiative | ♦ Scheduling | ♦ Persistence |
| ♦ Persuasion | ♦ Strong Organizational | ♦ Sales |
| | Skills | |

Professional Experience

ADMINISTRATIVE/CUSTOMER SERVICE

- ♦ Scheduled appointments, answered telephones, and made outbound calls as well.
- ♦ Reviewed grant applications and communicated with Grant Applicants to determine award.
- ♦ Maintained superior level of accuracy while doing any work, particularly involving order management.
- ♦ Communicated with sales staff to verify all information was correct.
- ♦ Processed, analyzed and monitored state and federal grant programs.
- ♦ Analyzing data on requests for funding, generating contracts and grant agreements, developing forms and procedures for statewide collection and analysis of program data.
- ♦ Resolved complaints and concerns of Grantee's and contractors.
- ♦ Continued knowledge of current state and federal laws, regulations and requirements.
- ♦ Ensure continued compliance of the agency and the programs I had administrative oversight of with the inclusion of program and financial obligations.

Employment History

Convergys – Charlotte, NC

Customer Service Representative II, May, 2011 to Present

Swift Transportation – Phoenix, AZ

Driver, April 2005 to March 2011

Minnesota Department of Education – Roseville, MN

October 1998 to January 2005

Craft Matic Adjustable Beds – Edino, MC

Phone Operator, February 1991 to September 1993

Pencom Marketing – Minneapolis, MN

Telemarketer/Manager, July 1987 to December 1989

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Employment History

Convergys – Charlotte, NC

Customer Service & Problem Resolutions Representative, May 2011- Present

Swift Transportation – Phoenix, AZ

Driver, April 2005 to March 2011

Minnesota Department of Education – Roseville, MN

October 1998 to January 2005

Craft Matic Adjustable Beds – Edino, MC

Phone Operator, February 1991 to September 1993

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