

JO-DANN JOHNSON

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Highlights

- Passionate Leader
- Good Listener
- Innovative Thinker
- Great Team Player

Job Related Experience:

Universal Studios Orlando

Interview Specialist

- Greetings customers
- Collecting Data
- Interviewing Guests
- Creating Guest Survey

Benelynk

Health Insurance Agent (March-October 2024)

- Registering clients for Health Insurance Coverage
- Make Outbound Calls
- Answer Inbound Calls

- Provide Customer Service Support

Mariott Vacations Worldwide

Customer Service Representative (September 2022- February 2024)

- Hotel Reservations
- Make Outbound Calls
- Answer Inbound Calls
- Provide Customer Service Support
- Timeshare Sales

Private Duty Nursing

Caregiver (October 2020- 2022)

- Assist with ADLs
- Assist with Feedings
- Coordinate Daily Activities
- Provide Basic Support

Advent Health

Temperature Screener (November 2019- October 2020)

- Greet & welcome guests
- Take guest temperatures
- Monitor temperatures of 100.4° F (38° C) or greater

Orlando Regional Medical Center

Patient Sitter (December 2017- May 2018)

- Monitor Baker Act Patients for safety
- Assist patients during consumption of meals
- Assist patients with basic personal care
- Escort patients during surgical procedures

Wyndham Vacation Ownership

Sales Agent Specialist (September 2016-February 2017)

- Make outbound calls
- Update client information daily
- Book travel dates for clients
- Make reservations for timeshare presentations

United Health

Customer Service Representative (March 2014- February 2016)

- Make Outbound Calls
- Inform clients on future events
- Update client's information daily

Accomplishments/ Certification

- Home Health Aide Certified

- Basic Life Support Certified
- First Aid Training Certified

Volunteer

Florida Living Nursing Center

- Monitored and served as therapeutic member in patient activities. .
- Monitored recreational activities as guided
- Examining patient behavioral habits.

Education

- **Ocoee High School**

High School Diploma

- **Valencia College**

Associates of Arts Degree

Bachelor of Applied Science in Business and Organizational Leadership (In Progress)

- **Lake Technical College**
LPN Certification

