

Ena Johnson

Denton Text
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Customer focused professional, seeking to apply my skills in customer service, administration, and sales, towards a long-term career.
With a history of surpassing customer and employer expectations, meeting target goals and implementing innovative ideas.
Comprehensive knowledge of sales tactics, marketing, and utilizing effective communication in order to achieve company goals and objectives.

CORE

COMPETENCIES

TEAMWORK & COLLABORATION
COMPLIANCE
COMMUNICATION
SCHEDULING
CUSTOMER RELATIONS
PROBLEM-SOLVING
ACTIVE LISTENING
ADAPTABILITY
PROFESSIONALISM
CONFIDENTIALITY TRAINING

TECHNICAL SKILLS

MICROSOFT WORD
OUTLOOK
EMAIL
PHONE SYSTEMS
DATA ENTRY
DATABASE SOFTWARE
FILING, COPYING, SCANNING

EDUCATION

M. Ed. in Secondary Education

Grand Canyon University, 2012

B.S. in Mass Communications-Journalism

Texas Woman's University, 2000 **Substitute Teacher** September 2008 - Present Denton ISD, Denton, TX

- Withholding responsibility and professionalism, when instructing classes. Preparing lesson plans according to state standards when lesson plans were not available.
- Maintaining appropriate classroom records, filling/organizing them as instructed.

CAREER SUMMARY

Substitute Teacher
Clerical Support: Receptionist, File Clerk and Mail Room Clerk
Customer Service: Call Center Representative and Work at Home
Financial Services Representative
Crowd Management: Guest Representative CSC-Collegiate Level
Hospitality Services: Car Rental Agent Hertz and ERAC
Healthcare: Member Service Agent

Substitute Teacher September 2020 – November 2022

Denton ISD, Denton, TX

Childcare Network May 2022-July 2022
Lewisville ISD September 2004-May 2005
Irving ISD September 2005-May 2006

Experienced Educator in content areas K-12th grades: Math, Reading, Science, and Language Arts. Instructing students to complete daily assignment and maintain a nurturing learning environment. Comply with all school district policies and procedures stated in handbook. Using effective communication, in verbal and written forms. Reliable, Flexible, and Able to perform job duties under stress circumstances and variances.

Guest Services Representative

Contemporary Services Corporation 2020-2022
Sports Events

Ticket Taker
Usher and Greeter Collegiate Arenas
Crowd Control
Security Checker
Media Suites Customer Services

Car Rental Agent 1997 - 1999

Enterprise RAC, Denton, TX

Working one-on-one with customers, communicating with each guest and listening to their needs. Product knowledge, explaining benefits of each product, service, or package offered. Utilizing sales tactics to engage the customer and close sales. Asking open-ended questions to understand the customer 100%. Picked up and dropped off customers to and from various locations. Collaborating with Management Trainees to meet sales objective at branch.