

Tenese Johnson

Chicago, IL

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BA, WRITING (ENTREP&INNOV)

Readily embraces change and delivers results through a commitment to learning and development. Fosters organizational unity by building capabilities in others and role modelling consistent and candid leadership.

Known for excelling at strategic business planning, team building and leadership, relationship management, financial negotiations, and management.

EXPERIENCE

SP Plus Transportation | April 2019 - November 2021

Information Concierge

- Provided customer service and comprehensive information, daily, to 90+ inquiring travelers.
- Analyzed customer feedback, relaying information to venues.
- Resolved information request in timely manner.
- Responded and problem shot customers with SP Plus parking qualms.
- Supported customers and visitors in parking and other matters.

Brookstone | April 2019 - June 2020

Assistant Manager

- Oversaw daily open and closure of store.
- Monitored register and entailed financial duties such as: document preparation, cash transactions, bank deposits and data entry.
- Worked with manager to coordinate and advise store team of work efforts, schedules and daily goals.
- Reviewed, analyzed, and proofread documents, report and purchase orders for corrections, accuracy, and recommended resolutions.
- Attended company and corporate meetings as liaison of manager, communicating critical information to appropriate staff.
- Prepared and processed document amendments and revisions while trouble shooting potential grievances.
- Participated in the interviewing recruitment of addition staff members.
- Performed general clerical tasks and other duties as require.

UCAN Chicago | December 2016 - April 2018

Data Specialist

- Coordinate and complete screening process for new client entries into UCAN HOPE Youth Employment Program.
- Assisted with program acting as a personnel officer for on-boarding initiative, by scheduling interviews, communicating to potential candidates, preparing personnel hire packets for review.
- Prepared and processed documents and files for digital upload and budgeting contributions.
- Provided new participants orientation and training, reviewing required documentation before and after distribution. As well as weekly scheduled team building activities.
- Conducted participant file audits and intakes: maintaining personnel material confidentiality and integrity, as to comply with policies and rules.
- Prepared department information reports, including proofreading, and editing document drafts to ensure content accuracy.
- Helped develop and implement policies according to department and procedures.
- Acted as liaison between the programs providers and youth to build relationships and opportunities.

EDUCATION

Columbia College Chicago

Bachelor of Writing and Communications

Wilbur Wright College

Associates of Liberal Arts

SKILLS

Customer Service
Communications
Management
Business development
Recruiting
Administrative Support
CRM
Negotiation
Project Management
Time Management
Recruiting
Social Media Management
Branding
Proofreading
Community Outreach

Microsoft Suite
Google Docs
Salesforce
SharePoint

INTERESTS

Advocacy, Leadership Training,
Public Speaking, Reading, Screen
Writing, Abstract Drawing.

REFERENCES

Available on request