



MICHAEL JOHNSON

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CLIENT RELATIONSHIP MANAGER / PROGRAM MANAGEMENT

Account Management | New Customer Development | Building & Maintaining Client Relationships
Implementing Action Plans to Achieve Goals | Engaged Listener to Meet Customers' Needs

9 Years' Experience in Customer Service Excellence, 8+ Years as Management/Supervisor. Skilled in Managing / Motivating Dynamic Teams to Cultivate Company Culture. Unwavering Dedication to Drive Organizations to Greater Profitability.

"You will find I am a self-driven professional, hardworking, honest, a quick learner, and a person who leads with integrity. My talent is in building rapport with people and providing exceptional customer service. -- Michael Johnson

PROFESSIONAL EXPERIENCE

BUILDING SECURITY, Phoenix, AZ

April 2021 to Present

Team Manager

- Oversee team of 27 officers and manage and modify work processes and activities to meet contract and company objectives.
- Manage operations of data center, motivate security professionals to ensure quality services.
- Establish priorities and goals to support company vision, carry out client wishes and protect assets.
- Foster strong relationships with clients to understand needs and exceed their expectations.

LANCY'S AFFORDABLE HOUSING, Phoenix, AZ

June 2018 to February 2021

Program Manager

- Led cross-departmental projects for community-based initiatives, and successfully enhanced interdepartmental collaboration to achieved organizational goals.
- Teamed up with YMCA and raised awareness of community based-programs.
- Conceptualized, planned, and developed Structural Training Program, and created interest and sales by influencing the community to engage in project.

LEADTIME OF PHOENIX, Phoenix, AZ

August 2016 to June 2018

Program Coordinator

- Led youth programs, taught social and emotional skills and enhanced confidence of youth.
- Managed fundraising efforts, boosted community awareness and community engagement.
- Organized and facilitated training and coaching to school staff, improving program implementation.

YOUTH RECREATION/ENGAGEMENT COMPANY, Phoenix, AZ

May 2008 to September 2018

Operations Manager Seasonal, May – September, 2013 to 2018

- Supervised facility operations, ensuring efficient scheduling, programming, and payroll management.
- Managed financial statements, reports, and daily logs, collaborated with teams to address operational challenges, improving overall facility performance.
- Trained team of 30+ seasonal and long-term employees ensuring all certification needs and training sessions were met in accordance with state and facility requirements.

Lifeguard, May 2008 to September 2013

- Created a safe and enjoyable recreational environment for up to 120 children daily.
- Maintained constant surveillance of patrons in the pool.

EDUCATION: Associates Degree, Sports Management, Business Minor, Iowa Central Coll., Iowa 2014