
RON JOHNSON



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OBJECTIVE

To Complete The Story

SKILLS

MS Office
Internet Explorer
Google Chrome
Mobile Devices
Mozilla Firefox
Quickbooks

EXPERIENCE

COLLECTIONS REPRESENTATIVE/STARTEK

Dates from 01/15/2018 - To Current

Collecting payments on past due accounts, offering payment options and alternatives to avoid suspensions and cancellations. Efficient in collections of cable, internet, home phone and mobile accounts with AT&T

AGENT/TELEPERFORMANCE, USA

Dates From 10/09/2017 - To 01/04/2018

Educating consumers about Medicare Prescription Drug Plans, explaining baseline benefits and providing customer service

AGENT/S&P DATA SERVICES

Dates From 02/06/2017 - To 04/30/2017

Assisting customers with security services, selling and upgrading ADT systems

HOME AUTOMATION SPECIALIST/BEST BUY

Dates From 02/26/2016 - To 01/02/2017

Assisting customers with setups of home automation systems (i.e. Google Home, Security Cameras, Amazon Alexa)

HARDLINES MERCHANDISER/KMART

Dates From 11/26/2015 - To 07/01/2016

Unloading trucks and restocking of shelves with products

CSR/ACE CASH EXPRESS

Dates From 06/15/2015 - To 11/15/2015

Cashing checks and submitting loan applications for approval

CALL CENTER AGENT/QUALFON

Dates From 06/03/2014 - To 06/10/2015

Assisting customers with any and all identity alert issues; Handling of supervisor calls and coaching

colleagues during and after calls

CALL CENTER AGENT/TELETECH

Dates From 10/10/2013 - To 06/01/2014

Assisting customers with fraud alerts on bank accounts and credit cards; assisting with cancellation and reordering of cards; submitting disputes of accounts.

EDUCATION

BACHELORS OF ARTS, BUSINESS MANAGEMENT/APRIL 28,2018

CollegeAmerica/Independence University
3.95 GPA, Honor Roll and Dean's List Recipient,
Certifications in American History and English
Composition

MASTERS OF BUSINESS ADMINISTRATION/JULY 30, 2019

Independence University
3.25 GPA (Currently), Honor Roll Recipient

VOLUNTEER EXPERIENCE OR LEADERSHIP

Fellowship of Christian Athletes
Young Gentlemen's Club
Page Admin, Bleacher Report
Senior Writer, Bleacher Report
Temporary Supervisor, Qualfon