

# ***Janet Johnson***

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## **Profile**

Highly skilled team player with more than 20 years' stable and progressive experience with Delta Air Lines. Recognized team leader with expertise in change management. Possess broad knowledge base in areas of internal / external customer service, training facilitation, professional development, and electronic product distribution.

### ***Training Facilitation***

### ***Change Management***

### ***Business Communications***

### ***Team Building***

### ***Meeting Coordination***

### ***Information Technology Support***

### ***Staff Training***

### ***Customer Service***

### ***Interpersonal Relations***

## **Career Accomplishments**

- Subject Matter Expert: Coordinate and lead strategic meetings with team members relaying up-to-date information about changes in procedures and policies.
- Participated in road show as subject matter expert: Developed learning specialists' manual that was used as training tool for processing electronic refunds. Shared information and answered questions about electronic refunds and reissues.
- Key player in maintaining and modifying Prepaid Call Center training to meet internal and external customer needs.

## **Qualification Highlights**

- Possess excellent written and oral communication skills along with ability to develop and foster productive and efficient teams that are able to meet organizational goals.
- Develop, deliver, and maintain comprehensive training materials.
- Dynamic speaker with excellent presentation and analytical skills.
- Multi-tasking team player with numerous supervisory and management skills.
- Adaptable to change - positive and supportive attitude of Delta policies and procedures.
- Available and willing to relocate, given appropriate circumstances.

## **Professional Experience**

### ***Delta Air Lines, Inc.***

**1983 – present**

### ***Electronic Product Distribution Department, Atlanta, GA (1998 – present)***

#### ***Special Ticketing Services***

- Provide internal customer support to those needing assistance with domestic reissue procedures, formats, company policies and technical support.
- Process domestic and international electronic refunds, as well as prepaid tickets and refunds for domestic and international itineraries.
- Maintain General References Pages, providing information about departmental policies, updates, and procedures.
- Attend meetings, conference calls and provide management with suggestions for process improvements.
- Serve as Back-up Coordinator to support and clarify new and existing policies to department coordinators.

#### ***Specialty Sales Support Representative***

- Assist front-line representatives to interpret pricing information for reissue of electronic tickets.
- Applied reservations experience to identify and resolve reissue problems.
- Participated in pilot classes, conference calls, training surveys and meetings.
- Developed, maintained, and presented supplemental training material.

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*(Experience...Continued)*

- Compiled and updated information in General Reference System as it applies to electronic reissues and refunds.

## ***Prepaid Call Center Representative***

- Maintained responsibility for training all Prepaid Call Center team members.
- Processed prepaid and electronic ticket refunds.
- Identified necessary process improvements, and developed and implemented change.
- Researched and analyzed various training techniques and applied techniques internally.
- Attended National Collegiate Athletic Association Zone fare prepaid initiative meetings and participated in development of supporting training materials.

## ***Subject Matter Expert***

- Served as Primary Training Facilitator for Special Ticketing Services.
- Participated in meetings, department-wide training initiatives and surveys.
- Authored and utilized departmental training materials for development of team members.
- Liaised with Reservation Sales Training team to provide monthly reports and training-related information as needed.
- Participated in ET Database Testing for Delta's Interline Electronic Ticketing product.

## ***Sales & Service Representative / Quality Assurance Agent (02/98 – present)***

- Received and processed incoming calls for domestic reservations and promotions, maintaining continuous exceptional levels of customer service and satisfaction.
- As a Quality Assurance Representative, provided hands-on training to new hires and transferred personnel.

## ***Reservation Sales Representative, Delta Air Lines, Inc. – Atlanta, GA (09/95 – 02-98)***

- Handled incoming calls for domestic and promotion reservations.

## ***Reservation Sales Representative, Delta Air Lines, Inc. - New York, NY (01/83 – 09/95)***

- Handled incoming calls for Domestic, Caribbean and Hawaiian reservations.
- Handled incoming calls for Delta Meeting Network.

## **Honors & Awards**

### ***Delta Air Lines:***

Certificates of Excellence - 2003, 1999

Sales Excellence Award - 1996

Above & Beyond Recipient – 1999, 1999

Quality Assurance Awards ♦ Performance Awards ♦ Honor Roll Recipient

Numerous complimentary letters from satisfied customers

## **Education**

***Bachelor of Arts Degree 1980 Certification: Special Education / Elementary Education***

Saint Peter's College, Jersey City, New Jersey

## **Computer Skills**

***Microsoft Windows NT 4.0, Internet Explorer 5.0, Ms Outlook 2000,  
Customer Management System, Microsoft Word,  
Delta Computer System (Deltamatic), Delta Finance System (Combarts)***