

Jocelyn Jada Johnson

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EDUCATION

Nichols College | Dudley, MA Expected May 2021

Dual Degree: **Bachelor of Science in Business Administration & Bachelor of Arts**

Double Major: **General Business & Psychology**

Concentrations: Human Resource Management, Communication, Management

Certificate in Business Analytics

Minor in English

GPA: 3.77

Deans High Honors: Fall 2018, Spring 2019

Deans List: Fall 2017

INTERNSHIPS

Hyperkinetics & Progressive Plastics Inc. | Williamstown, VT June 2017 - June 2018

- Completed a consolidation project for the company which included taking numbers from every year, and creating a large excel sheet with sales volume per customer, and by customer average
- Assisted the accounting department with creating accounts payable, accounts receivable, and creating invoices
- Contacted customers about past due bills
- Received orders over the phone and by email then forwarded them to shipping

WORK EXPERIENCE

Office of Student Life at Nichols College | Dudley, MA September 2019 - Present

Residence Life Office Assistant

- Consistent outreach to Student Organizations and the Student Life staff
- Data collection for various offices
- All other duties as assigned including office clerical work such as filing, staffing main desk, answering phones, etc.

Kohl's | West Lebanon, NH May 2018 - March 2019

Customer Service Representative

- Resolved customer queries, problems and conflicts as needed
- Managed the daily sales, merchandising, store maintenance, and customer service operations of a high-performance store, as well as conducted customer returns in accordance with store policies
- Ensured that each customer receives outstanding service by providing a professional and friendly environment

CAMPUS LEADERSHIP AND STUDENT INVOLVEMENT

Emerging Leaders Program, Participant Spring 2019 – Present

Office of Residence Life, Resident Assistant October 2018 - Present

NCAA Women's Soccer, Athlete/Student Manager August 2017 - Present

English Department, Teaching Assistant Intern January 2019 - May 2019

Windfall Annual Publication, Honorable Mention Recipient December 2018

COMMUNITY SERVICE / VOLUNTEER WORK

The Boston Rescue Mission, Volunteer Experience January 2019 - Present

The American Legion, Lifetime Affiliate May 2017 - Present

Order of the Eastern Star, Member of Grand Chapter Forest-Unity, No. 82 April 2017 - Present

Pine Hill Cemetery Association, Representative September 2015 - Present

Disabled American Veterans Association, Full-Time Member August 2013 - Present

Sharon Congregational Church, Volunteer Experience September 2010 - Present