

## **Rory Johnson**

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### **Education**

#### **University of Montana**

Missoula, MT

Graduate Study - Masters in History

Start Date: August 2023

Current Relevant Coursework: Exhibit Design

#### **University of Minnesota**

Minneapolis, MN

Bachelor of Arts, American Studies; Minor Art History GPA: 3.5

Graduation Date: May 2010

Relevant Coursework: Ethics, Information Literacy and Research, and Intercultural Communications

#### **STUDY ABROAD**

Global Studies Practicum - Understanding Contemporary Brazil (Rio de Janeiro, Minas Gerais, Belo Horizonte, and Brasilia, Brazil)

Berlin as a Site of History - Berlin, Germany

### **Experience**

#### **Consumer Direct Care Network - Missoula, MT**

August 2017 – Present

##### *Administrative Supervisor*

- Leadership position for 7-person team, involved with hosting and guiding meetings, interviewing and hiring, quarterly and annual employee reviews, training, and team-building.
- Involved with day-to-day complex analytical and research tasks, overseeing quality of work by all team members, work interdepartmentally including with company Directors and Executives to ensure interdepartmental processes are completed timely with the highest degree of accuracy.
- Recognized as an expert in my department and reliable go-to contact for any questions, concerns, or additional training.
- Collaborate closely with upper-management to develop and revise processes, and adapt to new systems, software, and company implementations.
- Involved with software testing and large program implementations serving thousands of clients and caregivers.

**Mississippi Market Food Cooperative - St Paul, MN**  
April 2016 – May 2017

*Front-Desk Customer Service Associate*

- Greet customers and members near entrance from front-desk. Assist customers and members with member concerns, returns, special bulk orders, and membership sign-ups and updates.
- Review store sales numbers, total customers/members served, and additional data points in bi-weekly meetings.
- Recognized as an excellent and valued employee both by management in monthly store announcements and co-workers via appreciation cards submitted by both peers and managers.
- Involved in day-to-day financial reconciliation processes, and assisted other departments when available, and informing customers and members about products carried and sold.

**Skills & Interests**

**Technical:** Microsoft Office, Workday, Microsoft CRM, SharePoint, Power BI, along with uniquely designed software for particular uses and processes

**Language:** English as primary language; 2 years of college level Brazilian Portuguese along with daily practice - fluent in reading and writing, intermediate in speaking; additional daily practice of Spanish.

**Interests:** I love cycling outdoors in Montana, I'm an avid cook excited about my Pad Thai, molé, and homemade pizza recipes