

MARYANNE JOHNSON, MPA

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ADMINISTRATIVE MANAGEMENT - PUBLIC AFFAIRS

- Dedicated, results-oriented professional with hands-on experience in administrative management, public relations, leadership and team building. Continually strives to meet and exceed corporate goals.
- Exceptional administrator. Proven results within managerial directives, public policy, file maintenance, detailed reports, operational compliance and policy interpretation.
- Demonstrated leader. Administer and evaluate social programs to facilitate proposed solutions. Expertise in team collaboration and project management.
- Hands-on training professional. Exceptional knowledge regarding legislation, public relations, problem resolution, scheduling, program analysis and creative strategies.

AREAS OF EXPERTISE

Administration, Operations, Project Coordination, Public Relations, Team Leadership, Communication/Technology

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

Administrative Intern Sep 2019 - Present
Congressman Jones | Detroit, MI

- Expertly conduct and manage research projects to gather information regarding critical and pending legislative issues.
- Craft over 300 responses per month to constituent inquiries, detailing information and providing resource data.
- Manage special projects with a focus on timeliness, content and accuracy.
- Attend congressional briefings, taking accurate notes and highlighting critical discussion points.
- Engage in direct public contact with diverse residents from the congressman's district, political leaders and media representatives.
- Maintain accurate and current knowledge of issues regarding health care, education, economic policy, labor, housing and the environment.

Senior Administrative Specialist Jan 2012 - Jul 2019
Food Projects | Detroit, MI

- Provided management for the business abuse hotline; interviewed employees to establish initial complaints file.
- Acted as liaison between employees and human resources investigator; directed employees to appropriate office to ensure timely action for complaint resolution.
- Delivered clear explanations of internal policies and procedures to ensure a complete understanding of expectations.
- Demonstrated the ability to interact with individuals of various temperaments, levels of comprehension and cultural diversities.
- Initiated process to reduce follow-up response time to employee complaints by 10%.

Volunteer Member Jul 2006 - Sep 2011
Community Development Advisory Committee | Detroit, MI

- Served as a volunteer member on the committee, performing tasks, such as reviewing requests for funds for the Federal Community Development Block Grant (CDBG) and Emergency Solutions Grant (ESG) Programs; demonstrating leadership skills and familiarity with low-income neighborhoods and special needs populations within the County.

Sr. Administrative Assistant Specialist Jul 2004 - Jun 2006
Lockheed Martin | Chicago, IL

- Provided expert research and analysis of historical stock activity data for shareholders.
- Reviewed administrative procedures, analyzing processes and making innovative changes to expedite workflow and improve quality performance.
- Researched financial discrepancies and provided accurate resolution.
- Teamed with trade show manager and import/export officer to coordinate trade show logistics, booth coverage, adequate material supplies and governmental compliance in presentation.
- Answered telephones, providing insightful information and directing callers to internal parties.
- Provided special project management for trade shows to ensure budget compliance and operational goals.

EDUCATION

Master of Public Administration Walden University Minneapolis, MN	2019
Bachelor of Science - International Business University of Michigan Ann Arbor, MI	2010
<i>Cum laude</i>	
Associate of Arts - Business Administration University of Michigan Ann Arbor, MI	2004
<i>Magna cum laude</i>	

TRAINING AND CERTIFICATIONS

Certified Associate in Project Management (CAPM) Carroll College, Milwaukee, WI	2011
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TECHNOLOGY

Microsoft Office (Word, Excel, PowerPoint, Access, Outlook, MS Project)
Internet
Search Engines
General Office Equipment

AFFILIATION

Member
American Society for Public Administration