

## **Gay E. Johnson**

448 Inkster Road  
Dearborn Heights, MI 48127  
(313) 670-8867  
Gayjay26@comcast.net

### **Objective**

To seek challenging assignments and responsibilities with an opportunity for growth and career advancement

### **Skills**

- 20 years of customer service
- Extremely productive in a high volume, high stress, environment
- Highly productive in the use of Excel, Power point and Microsoft Word
- Leadership qualifications

### **Employment History**

*Delta Airlines, Detroit, MI*

#### **Tower Agent, 2012-Present**

Coordinates service activities and flight changes with other departments. Monitor aircraft frequencies and ensure proper data is transmitted. Manages all flights assigned to a specific area. Monitors the inbound passenger/baggage connections.

*Delta Airlines, Detroit, MI*

#### **Ground Security Coordinator 2008- Present**

Respond to situations involving passengers, cargo, catering and aircraft. Respond to discovery of items deemed suspicious, dangerous, prohibited or deadly. Interact with government agencies and law enforcement agencies.

*Delta Airlines, Detroit, MI*

#### **Certified Ramp Instructor, 2007-2012**

Responsible for training employees to adhere to the Ground Operations Manual and recurrent training.

*Delta Airlines, Detroit, MI*

#### **Equipment Service Employee, 1993- 2012**

Lift, load, unload and transport baggage, mail and cargo to and from the aircraft. Operate ground support equipment such as tugs, conveyor belts and tow tractors. Practice safety-conscious behaviors in all operational processes and procedures.

### **Education**

*University of Michigan-Dearborn*

Health Policy Studies, currently enrolled

Wayne County Community College, Detroit, MI

Associates of Science, June 2012

### **Honors**

Phi Theta Kappa Honors Transfer Innovators

### **References**

Available Upon Request