



# SONJA JOHNSON

## CONTACT

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## EDUCATION

2022-Present  
MARQUETTE UNIVERSITY

- Bachelor of Business Administration: Marketing and International Business

### Relevant Coursework:

- Digital Marketing
- Marketing Management
- International Marketing
- Information Systems
- International Business
- Statistics & Business Analytics Tools

Fall 2024  
UNIVERSIDAD PONTIFICA  
COMILLAS

- International Study Abroad Student

## LANGUAGES

- English (Fluent)
- Spanish (Intermediate)
- Dutch (Beginning)

## PROFILE

Dedicated and hardworking business student, with a strong foundation in leadership, operational management, and quality assurance, gained through roles as a director of operations and student employee. Proven ability to oversee teams, coordinate complex activities, and ensure the seamless execution of programs. Skilled in mentoring staff, conducting training sessions, and fostering engaging environments that prioritize safety and satisfaction. Demonstrated expertise in process optimization, facility oversight, and preparation for inspections, reflecting a meticulous attention to detail and strategic thinking. Career goals include leveraging my leadership and operational experience to drive innovative solutions and contribute to the success of a dynamic team.

## WORK EXPERIENCE

- Director of Operations - Waterfront** Summers 2023 - 2024  
YMCA of the North
  - Led a team of 11 lifeguards; scheduled daily shifts, organized and coordinated beachfront activities, and facilitated in-service training sessions. Mentored staff and resolved conflicts as needed
  - Oversaw all daily waterfront activities, including open swim, sailing and paddling lessons
  - Prepared and organized materials for a waterfront audit, including certifications and permits
  - Prepared for a health and safety inspection of the waterfront and associated beachfront buildings; made sure first aid products were up to date and all equipment was adequately secured
  - Communicated with staff at both the day and overnight camps, delivering updates on water (including weather) safety concerns, lifeguard payroll, and daily waterfront activities
- University Student Employee - Aquatics** 2022 - PRESENT  
Marquette University
  - Supervise swimmers during campus club practices, swim lessons, and open swim sessions; provide first aid as needed
  - Perform maintenance of the pool (regulating chlorine concentration, pH level of the water, and temperature) and ensure surrounding areas are safe and organized

## SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Strong communication skills, both verbal and written
- Leadership skills
- Operational support
- Ability to work collaboratively in team settings