Ryan Lee James Johnson

345 Shiloh Springs Rd.

Dayton, Ohio 45415

Cell: 937-238-0049

Johnson.601@wright.edu

Work Experience

Wright State University, Dayton, Ohio, September 2014- Present

 *Athletic Marketing and Sponsorship- Intern*

* Promote home athletic events on campus to students, faculty, and staff
* Assist with planning of athletic events, special events, and promotions
* Coordinate social media efforts (Snapchat, Facebook, Twitter, and Instagram)

CareSource, Dayton, Ohio, September 2013- Present

 *Customer Care Advocate I (09-2013-11-2014); Customer Care Advocate III (11-2014 - present)*

* Handle and resolve escalated member and provider complaints.
* Monitor and manage call queues to ensure all Customer Care Advocates are appropriately staffed.
* Act as a “New Hire Coach” and mentor for new employees.
* Identify training needs for Service Center Representatives.

YMCA, Trotwood, Ohio, March 2013- September 2013

*Site Coordinator/Trainer, Soccer for Success/ Summer Day Camp*

* Coached grade school students in the game of soccer while teaching nutritional values
* Facilitated a curriculum modified to enhance the experience of the participants
* Managed and led of a group of 4-6 coaches

**Mary Queen of Peace School, Dayton, Ohio, May 2012-June 2013**

 *5th Grade Boys Basketball Coach; After School Program Sports Instructor*

* Developed and implemented goals for the organization
* Conducted practice for team and instilled sports team values
* Mediated meetings for parents and students to provide a learning environment
* Instructed physical activities including games in sport such as basketball and soccer

**Wright State University, Dayton Ohio, November 2010-November 2011**

*Vice President, Football Team*

* Represented the club/group at the local, state and national levels
* Plan, facilitate, and oversee game day events and club/group activities in coordination with advisor
* Performed marketing for teams and events
* Provided budget development and controlled expenditures

Education

**Wright State University – Dayton, Ohio 2007-2012**

* **Bachelors of Science, Organizational Leadership,** December 2012
	+ **Minor- Management,**  December 2012

**Tiffin University – Tiffin, Ohio 2014-2015 (Expected Graduation date: December, 2015)**

* **Masters of Business Administration- Sports Management**