



# EMMA JOHNSON

Night Supervisor - Lead

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## PROFESSIONAL SUMMARY

Results-oriented Night Supervisor with 10 years of experience in leading overnight teams to deliver exceptional service. Expertise in optimizing operational workflows, ensuring safety compliance, and enhancing team performance. Passionate about fostering a collaborative environment that drives productivity and achieves organizational goals.

## WORK EXPERIENCE

Night Supervisor - Lead  
Maple Leaf Consulting  
📅 Apr / 2019-Ongoing 📍 Toronto, ON

- 1. Led crisis intervention efforts by executing established communication protocols.
- 2. Conducted thorough investigations and interviews with youth offenders to ensure accurate documentation.
- 3. Maintained precise offender records in compliance with legal standards.
- 4. Monitored resident behavior to promote a safe environment.
- 5. Delivered 60 hours of training to new direct care staff, enhancing their operational readiness.
- 6. Supervised juvenile activities, ensuring adherence to safety protocols.
- 7. Managed daily operations of the facility, ensuring compliance with policies.

Night Supervisor  
Silver Lake Enterprises  
📅 Apr / 2015-Apr / 2019 📍 Seattle, WA

- 1. Oversaw hotel operations during night shifts, ensuring all guest needs were met.
- 2. Provided exceptional customer service in line with company standards.
- 3. Ensured compliance with cash handling and credit policies to maintain financial integrity.
- 4. Trained team members on rates, packages, and special promotions to optimize sales.
- 5. Conducted monthly audits of night shift sales to identify areas for improvement.
- 6. Maintained budgetary guidelines to support operational efficiency.

## EDUCATION

Bachelor of Science in Criminal Justice  
State University  
📅 Apr / 2012-Apr / 2015 📍 Toronto, ON  
Focused on criminal behavior and rehabilitation methods.

## SKILLS

Delegation

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Administrative Proficiency

● ● ● ● ● ● ● ● ● ● ●

Effective Communication

● ● ● ● ● ● ● ● ● ○ ○

Customer Service Excellence

● ● ● ● ● ● ● ● ● ○ ○

Resource Management

● ● ● ● ● ● ● ● ● ○ ○

Strategic Planning

● ● ● ● ● ● ● ● ○ ○

## INTERESTS

✍ Writing 🎵 Dancing

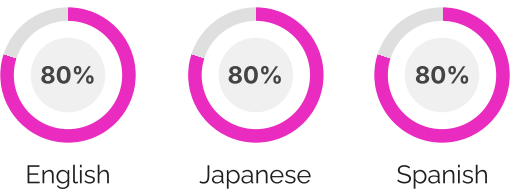
📷 Photography 👗 Fashion

## STRENGTHS

☑ Integrity ★ Motivation

🔄 Adaptability ❤ Sincerity

## LANGUAGES



## ACHIEVEMENTS

- ★ Reduced operational costs by 15% through process optimization.
- ★ Enhanced team productivity by 20% through targeted training programs.
- ★ Successfully implemented new safety protocols, resulting in zero incidents during shifts.