

# Deonna S. Johnson

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## Professional Experience

**Milwaukee County Sheriff's Office - Emergency Management** Milwaukee, Wisconsin **2005 - Present**

### Municipal Emergency Service Coordinator

- Monitored emergency management compliance policies for County, State and Federal rules and regulations
- Instructed Department of Homeland Security Incident Command System course
- Coordinated, facilitated and designed Homeland Security training and exercises for government, ngo and private industries
- Updated countywide community hazard mitigation and comprehensive emergency management plan
- Counseled chief executives and elected officials on policies and program conditions
- Implemented and organized emergency management preparedness outreach projects
- Assisted in administration of \$6 million federally funded social service block grant for community recovery
- Procured over \$40,000 Homeland Security Exercise Grant funding

### Communications and Highway Safety Dispatcher

- Trained new hire on policies, procedures, and technology usage
- Directed and evaluated performance of candidates
- Analyzed, interpreted and applied a complex field of public safety and legal matters
- Managed communications in order to increase situational awareness amongst all emergency responders
- Conducted interviews, fact-findings and initiated emergency resources

## Other Relevant Experience

**Spherion Employment Agency (Time Warner Cable)** Milwaukee, Wisconsin **2005 - 2005**

### Customer Service Representative

- Performed inside sales in order to give clients a diverse array of products/services
- Resolved issues involving account discrepancies and product failure
- Maintained and updated consumer accounts in order to ensure quality customer service

**Manpower Inc., (We-Energies)** Milwaukee, Wisconsin **2004-2005**

### Tele-Collector/Customer Consultant

- Negotiated and interviewed customers to make appropriate payment arrangements for accounts in arrears
- Enforced contracts that govern the operation of utility services
- Made referrals to both utility and social service energy assistance programs

## Education

*Masters of Business Administration* Cardinal Stritch University; Milwaukee, WI December 2007

*Bachelor of Arts Degree in Journalism* University of Wisconsin at Whitewater; Whitewater, WI May 2002

## Highlights of Qualifications

- Wisconsin Certified Emergency Manager
- Master Exercise Practitioner, *April 2012*
- Southeast Wisconsin Incident Management Team governance board member
- Milwaukee County Emergency Management healthcare liaison