

NAISHA JOHNSON

Shasta Avenue

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Security Clearance

Yes can obtain if needed.

Certifications and Training

BLS (CPR/First Aide/AED)

Health Stream Coursework

Continuing Education

Prince George's Community College, *Introduction to Sociology*, July 2018

Prince George's Community College, *Calculus I*, September-December 2016

University of the District of Columbia, *Chemistry*, August-December 2014

Northern Virginia Community College, *in Human Anatomy & Physiology I & II, Bioethics, and Life Span Development*, August 2010-May 2011

University of Maryland-College Park (UMUC), *Statistics*, January-May 2010

University of the District of Columbia, *Nutrition*, May-June 2010

Education

Clark Atlanta University, *Bachelor of Science*, May 2001

Objective

Servant-leader, team player, and proactive professional seeking an opportunity with your **agency/company** where my skill set can help towards assisting the mission.

- Full Range of Office Administrative Duties
- Task Management/Record and File Maintenance
- Excellent Oral and Written Communication
- Managed and Provided Supervision
- Instruction Implementation
- Budget/Financial Support
- Office Inventory Management

AREAS OF EXPERTISE

TECHNICAL EXPERTISE: Typing WPM: Windows XP, Vista and 7, Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook), Sharepoint, Google Docs G-Care, Centricity, Keynote, Pages, Numbers, and ability to conduct credible research using the Internet.

ADDITIONAL INFORMATION

PROFESSIONAL PROFILE: MANAGEMENT AND SUPERVISOR and OFFICE ADMIN SUPPORT with over 7 years of administrative management expertise in various business settings. Gifted communicator with dynamic interpersonal, oral and written communication skills. Outstanding ability to establish priorities, multi-task, and meet strict deadlines. Team player with strong organizational, research, and management skills and abilities. Proven proficiency in developing innovative solutions to problems and achieving results. Regarded in ability to handle confidential correspondence with the highest level of confidentiality, prioritize tasks, meet time-sensitive deadlines and work independently or with a team to achieve goals.

COMMUNITY SERVICE and LEADERSHIP

Work Experience

Month/Year to Present, Business Office Manager, Permanent Position, Chevy Chase Endoscopy Center, Chevy Chase, MD Annual Salary: Hour/week:40 Supervisor:

MANAGED AND PROVIDED SUPERVISION TO DOCTORS, NURSES, AND SUPPORT STAFF:

- Manages and supervises medical office with 16 doctors, 15 support staff, and handles the records and provides services for 150 patients per week. Reports matters regarding the office's physical needs, such as heating, cooling, lighting, non-functioning medical equipment and cleaning to the Facilities Management Staff. Trains staff on using equipment. Responsible for handling any general, personnel, financial, and medical areas. Takes care of any office matters, prioritizing, and creating a nurturing medical office environment for patients and staff.

MANAGED OFFICE EQUIPMENT AND INVENTORY:

- Obtains and monitors the use of services, supplies, and equipment. Maintains inventory of medical and technology devices including cell phones, printers, monitors, scanners, and all other office supplies. Creates databases for the purpose of tracking department purchases, inventory, device distribution, and user information. Creates a log with the equipment information, name, type, and model and product number. Orders hardware for employees, checking the warranty, and swapping out old items in replace of new items. Troubleshoots basic technical problems with office equipment. Excessing accountable and non-accountable property that are to be disposed of or recycled.

MANAGED AND PERFORMED ADMINISTRATIVE DUTIES:

- Performs a variety of administrative tasks associated with maintaining and supporting the work performed within the organization. Receives, reviews medial insurance, and verifies it. Receives mail, fax, and email. Provides the general public with instructions on how to schedule doctor's appointment, and referring patients and staff to the appropriate medical provider, as appropriate. Follows up on requests or appointments. Utilizes automated systems such as Microsoft Word, Excel, PowerPoint and Outlook. Possesses working knowledge of office equipment such as desktop, scanner, copier and fax. Makes arrangements for and set up meetings and conferences. This includes, but is not limited to, Schedules follow-up appointments. Attends meetings with medical providers, record doctor's commitments and ensure staff implements those commitments. Produces a variety of written correspondence utilizing various advanced word processing software functions. Prepares various documents consisting of memorandums, reports, research, patient records, emails, status reports, and letters. Control and coordinates correspondences to ensure suspense dates are met. Appointment and meeting coordination. Files patients medical records and doctor notes from their appointments for every patient seen. Supervises front office personnel staff. Handles all of the medical accounting inquiries, sick and vacation leave coverage and approval, and interpersonal conflict resolution.

Follows the HIPPA compliance and management, scanning charts and patient records (Centricity), assisting in the; admitting, recovery, transportation and general patient well-being, patient crisis operations.

DEMONSTRATED EXCELLENT WRITTEN AND ORAL COMMUNICATION:

- Uses professional and effective oral and written communication skills. Greets patients and staff. Prepares responses to correspondence, and invoices containing the services that patients received. Responds to questions via mail, e-mail, or fax. Communicates routinely with doctors and support staff to provide status on current appointments. Directs callers and patients appropriately. Ensures all communications adheres to standards for construction, format and completeness, including rules of spelling, punctuation, language use and plain language guidelines. Develops guidance and procedures to improve administrative effectiveness. Develops and maintains effective working relationships, serves as a point of contact and relays customer messages to the appropriate personnel. Participates in meeting to facilitate processes for medical tracking and responding to items requiring action. Collaborates with support staff on various programs and projects. Works with difficult patients and provides high level of customer service. Worked with vendors regularly and obtains quotes for medical equipment and services.

DATABASE ANALYSIS AND MANAGEMENT:

- Database management utilizing medical and accounting databases such as share point, centricity, g-care, and other similar applications. Develops methods and procedures for innovation administrative and office management improvements, resulting in faster, more thorough, and efficient medical services. Provides technical assistance on administrative procedures and medical program requirements under the HIPAA act. Generates, maintains, and manages various medical paper work data in timely manner, providing support to doctors, nurses, and support staff. Practices discretion and confidentiality measures when working with all medical documents and topics. Applies a full range and sequence of analytical steps appropriate for each medical procedure when helping doctors set up the area for patient, gathers and organizes medical narratives for support staff and statistical information from different areas consisting of scholarly research, establishing methods, techniques, and precedents such as questionnaires, interviews, review of computer data, and comparison of past, present, and related program functions. Writes syntax from relevant medical documents which involves using demographics from various areas showing the most frequency. Controls different types of office correspondence in database, filing material, locating, and compiling data or information from files. Utilizes skills in medical data collection and analysis, billing transcription processing, and medical data call administration.

MANAGED AND PROCESSED BUDGET AND FINANCIAL ACCOUNTING:

- Medical database management, word processing and presentation software to produce a wide variety of materials for doctors, patients, and medical support staff, but not limited to, spreadsheets, research, memoranda and correspondence for financing purposes. Prepared medical billing invoices, reports, memos, letters, financial statements and other documents using Microsoft Word, Microsoft Excel and Microsoft Access. Filed budget/financial records that consisted of medical financial goals, equipment that was serviced by engineer, services, any medical risks. Provided technical assistance on medical procedures and requirements. Executed administrative duties, including medical system data entry and information retrieval, as needed to support member medical responsibilities, ensuring compliance with Federal and State regulatory statutes in medicine, as well as internal policies and procedures with HIPAA. Processed any accounts payable and receivable, refunds, collection and billing, banking, employee reimbursements, preparation of account statements and reports.

Month/Year to Present, Science Department Manager/Science Educator, Permanent Position, The Field School, Washington, DC Annual Salary: Hour/week:40 Supervisor:

Month/Year to Present, 7th & 8th Grade Science Teacher/Team Leader; 6th Grade Special Education Teacher, Permanent Position, DCPS, Washington, DC Annual Salary: Hour/week:40 Supervisor:

Month/Year to Present, After School Program Director/Instructor, Permanent Position, Linking Communities For Educational Success, INC., Washington, DC Annual Salary: Hour/week:40 Supervisor:

MANAGED AND PROVIDED SUPERVISION TO STAFF AND STUDENTS:

- Conducted the day to day oversight of the Science Department. Managed and supervised 12 teachers and staff aids, and 325 with students annually. Handled making sure that teachers and staff were appropriately and adequately trained in the natural sciences. Trained staff on using different teaching techniques, aids, and procedures on how to ensure students understand the sciences. Responsible for handling any general, personnel, science, and educator areas. Takes care of any educator matters, prioritizing, and creating an environment where every child learns science.

INSTRUCTION AND TRAINING IMPLEMENTATION:

- Designed and taught introductory science curriculum incorporating: statistical analysis, physical and natural sciences, created and proctored teaching aids, responsible for training, professional development coordinator, interpersonal conflict resolution for (staff-staff and staff-student), and any science written protocol.

MANAGED AND PERFORMED ADMINISTRATIVE DUTIES:

- Performed a variety of administrative tasks associated with maintaining and supporting the work performed within the organization. Received, reviewed education documents, and verified them for any errors. Receives mail, fax, and email. Provides the faculty with instructions on lesson plans, provides students with supplies for the teacher. Follows up on requests or appointments. Utilizes automated systems such as Microsoft Word, Excel, PowerPoint and Outlook. Possesses working knowledge of office equipment such as desktop, scanner, copier and fax. Makes arrangements for and set up meetings and conferences. Attends meetings with faculty, ensures staff implements education tools. Produces a variety of written correspondence utilizing various advanced word processing software functions for teaching. Prepares various documents consisting of memorandums, reports, research, patient records, emails, status reports, and letters. Control and coordinates correspondences to ensure education dates are met. Training coordination. Makes sure students meet their deadlines for their assignments. Handles all of the educational inquiries. Procured teaching aids and lab supplies.

SERVED AS POINT OF CONTACT:

- Arranged all guest speakers and outside experts, designed and managed science events, worked on interdisciplinary units, scheduling, and equipment, and planning of meetings.

DEMONSTRATED EXCELLENT WRITTEN AND ORAL COMMUNICATION:

- Used professional and effective oral and written communication skills. Greeted students and staff. Prepared responses to correspondence from staff and students. Responded to questions via mail, e-mail, or fax. Communicated routinely with teachers and support staff to provide status on current

education requirements. Ensured all communications adheres to standards for construction, format and completeness, including rules of spelling, punctuation, language use and plain language guidelines. Worked with vendors regularly and obtains quotes for medical equipment and services.

Reference Page

3-5 people

Name

Agency/Company

Title/Role

Phone number

Email