

Denara L. Johnson

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Summary:

Skilled, motivated, adaptable and multitasking team member with more than 20 years experience in the field of customer service, Worker's Compensation, Administrative Assistantance, and case Management.

Objective:

To obtain a position within your company that will allow me to utilize my skills and provide an avenue to grow both personally and professionally.

Job History:

❖ **Casmir Care Services, Inc.**

12/18/2017- Present

Office Manager/Receptionist

Control Inventory and order supplies

Insure administrative staff has required materials at all time

Sort and route incoming calls, emails and faxes

Greet and provide visitors with requested information

Provide bookkeeping and invoice keeping for outside vendors

❖ **PA Department of Labor and Industry (SWIF)**

6/25/2005-02/17/2017

Insurance Adjustor

Extensive working knowledge of the PA Worker's Compensation Act

To determine if the claim is work related and if an investigation is needed

Prepared regular periodic reports and monitor systems reports to ensure adherence to regulatory standards

Complete regular quality audits

Monitor the performances of the third party administrators (TPA) consultants, outside WC attorneys, and subcontractors such as IME, IRE and nurse case managers.

Provide and monitor compensation once claim is accepted.

Monitor medical treatment of claimant and accepted billing for that treatment

❖ **Core Staff, INC.**

08/01/2004-06/24/2005

Secretary

Answering phone calls and redirecting them when necessary

Managing the daily/weekly and monthly agenda and arrange meetings and appointments

Preparing correspondence, memos and forms

File and update contact information of employees, customers, suppliers and external partners

Support and facilitate the completion of regular reports

Check frequently the levels of office supplies

❖ **Inglis House**

07/27/2003 – 08//10/2004

Front Desk Security

Signing Visitors in and out

Assisting with mail and deliveries

Preparing meetings

Patrol the interior and exterior of the premises

Perform CCTV surveillance

Monitor inventories

Operate multi-line phone systems

Creating, faxing and emailing documents

Education:

Community College of Philadelphia

Present

Attaining Business Degree

Advanced Career Training Vocational School

05/1995

Certification in Computer Applications

Delaware Valley High School

06/1993

Diploma