

Nae'Emah T. Johnson

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Career Summary: Administrative and customer service professional proficient in prioritizing and completing tasks in a timely manner with ability to multitask when necessary. Handle diverse tasks in a fast-paced environment with minimal supervision while maintaining a high standard of customer service. Possesses excellent interpersonal skills, oral, and written communication skills, and time management skills; capable of independent decision making.

Qualifications: Answering Multi-phone Lines, Office Management, Human Resources, Organization, Proof-Reading, Scheduling/Calendar Management, Billing, Guest Reception, Research Skills, State/Federal Compliance

Computer/Technical Skills: Type (50WPM). Data Entry (Keystrokes 10,000-11,000). HIPAA. Microsoft Word, Excel, PowerPoint, Outlook, and Adobe.

Employment History:

Staffing Plus Holdings, Inc., Haverford, PA

2016-present

HR/Compliance Representative

- Prepares compliance data by compiling and analyzing internal and external information
- Collecting/coordinating internal compliance data with various departments
- Provide administrative support by implementing systems, procedures, and policies
- Answers questions and responds to requests
- Complies with federal, state, and local legal requirements; enforcing adherence to requirements

Jimcor Agencies, Blue Bell, PA

2014-2016

Administrative Support Staff

- Managing important legal insurance documents
- Managing electronic files for hundreds of accounts
- Assisting clients with document requests
- Directed multi-phone lines/customer service/mail/scanning; reception

Quality Air HVAC, Philadelphia, PA

2012-2014

Office Manager/Administrative Assistant

- Human Resources: maintained employee records; recruiting; employee screening/interviewing/training
- Direct Assistant to president of the company and upper level management
- Managed daily office operations; maintained inventory and supplies; implemented new policies and procedures
- Create/revise systems and procedures by analyzing operating practices, record keeping systems, forms, office layout, and contracts implementing changes as necessary
- Maintained optimal efficiency of daily operations; billing; maintenance of office equipment/inventory; processed payments

Unicare Family Services, Philadelphia, PA

2010-2011

Administrative Assistant

- Human Resources: maintained employee and patient records; recruiting; employee screening/ training
- Coordinated data reports; analyzed data and identified solutions; helped to solve administrative problems
- Maintained company filing system, hard copy and soft copy (Microsoft Word, Excel, HIPAA)
- Prepared and modified documents; memos, notifications, and emails; processed payments
- Directed multi-phone lines; processed payments; reception

Education/Training:

<i>Bachelors in Health Care Administration and Management</i>	University of Phoenix	Philadelphia, PA 2015
<i>Medical Billing and Coding</i>	New Wave Resources	Philadelphia, PA 2009
<i>High School Diploma</i>	Creative and Performing Arts	Philadelphia, PA 1998