

Niquelle Johnson, CAPM

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CAREER PROFILE

- Team Supervisor with 9 years of customer service experience in a healthcare setting ranging from information technology to administrative responsibility
- Certified Associate in Project Management (CAPM) certification
- Facilitates operational process meeting assisting senior executives with providing inclusive solutions to stakeholders issues
- Implemented a cloud-based IT service management system for clinical customer service documentation, reducing department manual processes by 15%
- Generates effective solutions for over 3,000 physician and patient needs annually
- Manages patient information in accordance to HIPAA regulations

TECHNICAL HIGHLIGHTS

- Web Development Languages: HTML, XML, JavaScript, CSS
 - Design Applications: Adobe Dreamweaver, Adobe Photoshop, Adobe Illustrator, Adobe Flash
 - Operating Systems: Microsoft Windows Server 2003, Windows XP, Windows 7
 - Programs: MS Office, MS Excel, MS Word, MS PowerPoint, MS Publisher, MS Project
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EXPERIENCE

Fresenius Medical Care, NA

Shiel Medical Laboratory; Sept 2011- Dec 2017

Client Service Team Supervisor

- Manages 26+ Client Service Representatives (CSR) and provides feedback to the CS manager of daily productivity
- Developed daily agenda, managed daily workflow distribution by assigning and monitoring completion of tasks ensuring deadlines were met and making necessary adjustments as needed
- Monitored weekly performance data to minimize variance from department performance goals and implemented process improvements.
- Reviewed SOPs along with providing recommendations for improvements
- Created productivity tracking and analysis for deliverables to Executive team
- Developed Employee Training Manual for all new employees, which improved the quality of calls and laboratory knowledge of the Client Service department – *increased departmental employee engagement by 15% in 1st quarter*
- Created flowcharts for processes in order to improve operational efficiency
- Coordinates, implements and facilitates departmental training and orientation of newly hired and current staff
- Manages extensive daily client relations – *problem solving, contractual compliance and customer service related matters*
- Liaise between clients and sales team ensuring highest customer satisfaction for client accounts
- Executes responsibility of all department operations when the client service manager is unavailable
- Coordinated and facilitated daily operations meeting reviewing department daily metrics and addressing the current operational problems
- Set-up tele- and video- conference for all meetings

Shiel Medical Laboratory; Jul 2009-Sept 2011

Client Service Representative

- Answering of incoming calls (between 75-100 daily)
- Assisted clients request regarding lab results, status of testing, add-on request, specimen requirements and turnaround time questions.
- Verified unclear or unknown test with doctors and nurses
- Provided each client with timely reports, answers to questions and follow up on pending issues.

Analytical Diagnostic Laboratory

Feb 2009- Jul 2009

Database Administrator/ IT Technician

- Diagnosed database performance issues
- Installed and configured company's database management software
- Installed software upgrades, managed hardware upgrades and maintained computer servers
- Resolved any technical issues with the internal IT equipment
- Monitored lab printers at each participating facility for any technical interruptions with patient results.

EDUCATION

Project Management Institute
Essex County College

Certified Associate of Project Management (CAPM)
Project Management Certificate