

Norma Johnson, MBA

Norma Johnson, MBA
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Proven in providing healthcare administration leadership with several years of experience and MBA education, seeking a progressive opportunity to expand and contribute more broadly in healthcare administration role.

Skills

Staff Training and Leadership	=====
Records Management	=====
Collaboration & Team Building	=====
Client Relations	=====
Business Administration	=====
Customer Service	=====

Summary

Results-oriented professional with several years of career experience and recently completed an MBA degree in March 2020. Strong leadership skills and a proven history of setting and achieving goals, streamlining operations, and improving overall team performance. Strengths include: written and verbal communication, creativity, and the ability to quickly pick up new skills.

Experienced to work well under the pressure of deadlines as well as working independently and as part of a team – leading in overall operational direction by coordinating and making improvements in operations. Partner with supervisors and the management team in setting the tone of the department and by continuous process improvement – serving as a teacher and mentor.

Provide leadership in managing overall operational direction by coordinating and making improvements in operations. Work closely with executive management in setting the tone of the entire department.

Education

University of Georgia – Athens, GA
MBA with a minor in Healthcare Administration – 2020
Bachelor of Business Administration (BBA) – 2017

Experience

PeachCare - Atlanta, GA **Transfer Coordinator (May 2018 - Present)**

- Facilitate patient transfers from within and out of PeachCare's network – overseeing information management and the development of high quality, cost effective, and integrated patient service.
- Work with physicians to admit patients to receiving hospitals, utilizing knowledge of medical terminology.
- Exercise team leadership responsibility by ensuring that efficient services are designed to meet the needs of patients. Regularly coordinate admission to appropriate hospital based on the patient's medical need.
- Manage multiple and high-volume phone lines, working with key stakeholders across PeachCare.
- Provide leadership to ensure a high level of accuracy in documenting all calls in patient's medical record.
- Perform all HR processing duties as it related to new employee hiring. Scheduled candidate interviews, processed new hire paperwork, and led in performing onboarding procedures for new employees.

Atlanta Township Hospital - Atlanta, GA **Patient Access Rep (June 2014 - May 2018)**

- Utilized EPIC system to register patients via accurate data entry. Used a professional demeanor while recording/verifying pertinent information.
- Documented detailed information for insurance companies in order to provide assistance, applying knowledge of insurance deductibles, copays, and coinsurance.
- Ensured accuracy of patient data and medical chart. Answered questions and concerns in a professional manner.
- Maintained a current knowledge of private and regulatory insurance.
- Ensured HIPAA compliance with all patient information. Assisted and worked with clinical staff in correcting any errors on patient accounts.