



KATRINA JOHNSON

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Summary

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

Skills

- Medical Receptionist
- Medical Office Experience
- Medical Records
- Student Needs Support
- Excellent Research Skills
- Student Support
- Critical Thinking
- Leadership Skills
- Document Scanning
- Ms Office
- Appointment Scheduling
- Case Management

Experience

Student Support Specialist

11/2023 - Current

University of Phoenix | Phoenix, AZ

- Provide one-on-one academic support to students in need of assistance.
- Facilitate communication between teachers, administrators, and students.
- Participate in professional development opportunities relevant to the position.
- Evaluate student needs to provide helpful resources and support.
- Help students learn to persevere with challenging tasks and build resilience for later educational efforts.

Customer Service Representative

01/2017 - 06/2017

Tree Rings LLC | Sun City

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service
- Answered inbound phone calls, chats, and emails to facilitate customer service
- Make outgoing calls to update account information.

Medical Receptionist

04/2015 - 09/2015

Desert Star Family Planning | Phoenix

- Assisted patients with check in and checkout, procedures
- Provided appointments according to need
- Copied and stocked all documents needed
- Answered phones and replied to e-mails from staff and patients
- Sorted and distributed mail.

Cashier

08/2011 - 10/2011

Food City | Avondale

- Processed customer transactions in order for them to purchase food and household items
- Cross-sold products to customers such as ice, stamps or other items near register
- Provided customer service to patrons that cannot locate requested items
- The utilization of math skills.

Customer Service Representative

03/2011 - 05/2011

U-HAUL | Phoenix

- Assisted customers with booking their U-Haul trucks, trailers, storage and hitch reservations
- Cross-sold the same items along with dollies, furniture pads and moving help
- Scheduled reservations from inbound calls using my knowledge of computers, instant messaging, e-mail, general knowledge of United States geography and the ability download software.

Collections Representative

07/2007 - 01/2010

GE MONEY BANK | Phoenix

- Received inbound/outbound calls from debtors, collected assets, discussed the details of the money owed and set up payment schedule
- Reminded the client of the sale, credit or contract conditions and payment schedule
- Explained the effects that the debt will have on the debtor's credit and kept extensive documentation of all the actions taken.

Case Manager (Promotion)

05/2006 - 05/2007

DIVERSE STAFFING SOLUTIONS | Chino, CA

- Gathered information about the customer, answered and resolved customer questions/complaints in a professional, timely, and accurate manner
- Case review, case resolution based on legal requirements and customer loyalty, goodwill offers
- Provided prompt and professional assistance within corporate and divisional guidelines to resolve product/dealer related problems concerning retail products.

Inbound Specialist

- Received inbound calls from product owners, answered and resolved customer questions/complaints in a professional manner
- Gathered information about the customer and their concern, advised customers of outstanding recalls and manufacturer's warranty parameters
- Informed customers of the documentation requirements for import/export inquires and communicated limitation of benefits available beyond manufacturer's warranty.

Education and Training

Associate of Arts: Business Management
University of Phoenix | Tempe, AZ

Expected in 05/2025

Certificate: Medical Claims Processing and Computer Based Skills
Larson Training Center | CA

01/2003

Additional Information

Seasoned, results-oriented team player with extensive experience in the retail industry. Effective leader skilled in developing a results-oriented, productive team with customer-focused training and support. Exceptional ability to build rapport with customers and create customer loyalty.