

# TAKEIA JOHNSON

Washington, DC · 202-849-1076

[Johnsontakeia11@gmail.com](mailto:Johnsontakeia11@gmail.com)

Dedicated, Energetic and Well- Organized administrative assistant with over 8 years of professional experience. Organized travel plans and schedules of 3 senior executives whilst doing general office admin duties. Managing appointments and communications. Also, skilled in accounting and ready to assist in bookkeeping and payroll. Skilled at dealing with sensitive situations and keen to support my team.

## EXPERIENCE

**JUNE 2020 – MAY 2021**

**CUSTOMER SERVICE REP, KOUTURA SOLUTIONS**

Provided introductory information to new customers and managers, followed up with clients and customers to ensure they are satisfied with their purchase, handled complaints to building strategies for improving the overall customer experience and fostering loyalty, processed orders and transactions, organized events, answered phones, emails, book keeping and A/P.

**APRIL 2018 – OCTOBER 2019**

**SENIOR ADMINISTRATIVE ASSISTANT, NEIGHBORWORKS AMERICA**

Coordinated daily calendars of senior managers, Planned appointments and events, Acted as the point of contact between executives and employees/clients, Created regular reports and updated internal databases, Made travel arrangements, Screen for potential employees, Managed phone calls and emails, Responded promptly to managers' queries. Worked in Sales Forces and NetSuite.

**SEPTEMBER 2017- MARCH 2018**

**ACCOUNTANT ASSISTANT/ OFFICE SUPPORT, MICROVEST**

Provided support to the Accounting Department, performed basic office tasks, such as filing, data entry, answering phones, processing the mail, etc. Handled communications with clients and vendors via phone, email, and in-person, Processed transactions, issued checks, and updated ledgers, budgets, etc. Prepared financial reports, assisted with audits, fact checks, and resolving discrepancies. Worked in QuickBooks.

**MARCH 2014 – JUNE 2017**

**MEDICAL CODING SPEACIALIST, RITEWAY MEDICAL**

Organized, scheduled, confirmed patients' diagnostic appointments, surgeries and medical consultations, compiled and recorded medical records, reports, & correspondence, answered calls, direct calls, greeted clients, check for eligibility and benefits using DC Health software.

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**EDUCATION**

JUNE 2012 <b>BUSINESS MANGEMENT AND ADMINISTRATION, UNIVERSITY OF PHOENIX</b> GPA 3.7

**SKILLS**

Salesforce, NetSuite, Quickbooks, Outstanding Customer Service Skills, Bookkeeping, Accounts and Payables, Microsoft Office, Billing and coding , Insurance and benefits verification.	Ability to prepare financial statements, Critical thinking skills, Time management, great communication skills, Organization skills, Interpersonal skills, Attention to detail, Adaptability skills and Potential employment screenings.
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