

Deonna Johnson

Clinic Scheduler

Minneapolis, MN

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Compassionate, attentive and personable individual looking for a position as a customer service representative in a healthcare environment bringing an extensive customer service background, CNA certification and a high degree of enthusiasm.

Authorized to work in the US for any employer

Work Experience

Nursing Assistant & Nursing Administrative Assistant

Carefree Living Assisted Living & Memory Care Unit - Burnsville, MN

December 2019 to Present

I provide ADLs to residents, pass medications, administer insulins, collect vital signs, take blood sugars, set up & serve food to residents, assist with light housekeeping & laundry and assist the nurse with anything PRN. I was promoted after 9 months to the nursing administrative assistant where I support the residents by care coordinating, setting up medical and dental appointments, working with insurances including MA, UCARE & BCBS and transportation set up. I also directly support our Health Service Manager and three case manager RNs assisting with daily PRN needs including COVID testing and flu shots. My responsibilities also included staffing and scheduling of all HHAs and payroll (kronos software). I am also responsible for filing and upkeep of all resident charts, copying, posting memos and other various administrative tasks.

Home Health Aide

SERENITY HOME HEALTH CARE

November 2018 to Present

I provide personal care services that include helping my client successfully complete their daily activities of living such as eating, toileting and transferring in their own home.

Clinic Scheduler

Metro OBGYN

May 2018 to October 2018

Managed clinical appointments for 9 physicians and 5 nurse practitioners, registered new patients, input insurance information, mailed clinic paperwork, answered phones and scheduled referral appointments and interpreters for patients.

Admin/Office Assistant

Georgia State University Office

August 2017 to May 2018

Coordinated and facilitated exams in our testing center for our students with disability accommodations, front desk receptionist, intake and reviewed documents, data entry and various office tasks.

Cashier/Sales Associate

Marshalls

April 2015 to April 2017

Organized clothes racks, put out new merchandise, worked in layaway, put in credit card applications, trained new employees, cleaned the store daily and worked at the cash register where I gave consistent customer service.

Customer Service Representative

Marshalls - Minneapolis, MN

March 2016 to September 2016

I was a customer service representative in an inbound call center handling hundreds of calls a day, and representing several different companies.

Cashier & Crew Member

Chipotle Mexican Grill

April 2014 to March 2015

- Assisted preparing and serving the food to customers at a speedy rate, assisted with inventory and food truck orders.
- Handled cash & cash drawer, processed coupons, issued refunds as needed, used a POS system, customer service, balanced all transactions at the end of the day for cash reconciliation and handled deposits.

Human Resources Intern

Children's Hospital of Minnesota

May 2013 to September 2013

Provided employment verifications, assisted with employee benefits, leaves and payroll, data entry, filing & answered phones.

Education

High school diploma in Certified Nursing Assistant

American Red Cross - Minneapolis, MN

May 2019 to June 2019

Certificate in Certified Community Health Worker

Summit Academy - Minneapolis, MN

June 2019

Skills

- Vital Signs
- Medication Administration
- Laundry
- Memory Care
- Caregiving
- Medical Scheduling

- Aloha POS
- Hospice Care
- Dementia Care

Certifications and Licenses

CPR

CNA

Assessments

Direct care — Expert

November 2019

Showing sensitivity and enthusiasm while providing care to patients.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.