

LATOYA JOHNSON

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SUMMARY

Accomplished project management and administrative professional with more than 18 years of combined practical experience working in fast-paced environments demanding strong organizational, technical, analytical, positive interpersonal skills, stewardship, and cross-functional collaboration abilities for major productivity gains. Demonstrated ability in change management, strategic planning, and managing multiple projects to ensure successful delivery while meeting budgetary goals, timelines, issues/risks identification, and developing mitigation plans.

Dedicated partner and resource liaison committed to creating strong collaborations with stakeholders to build a holistic view of the business strategy, requirements, and processes by aligning them with the core values and mission-driven principles of an organization.

Innovative Project Coordinator with 5 years of experience in devising engaging game play concepts and design elements while working with colleagues to drive creativity. Talented in developing prototypes and finalized content in line with guidelines and expectations. Organized in consistently producing high-quality design work in fast-paced, results-oriented environments.

CORE COMPETENCIES

- Strategic Planning & Partnerships
- Communication and Interpersonal Skills
- Cross-Functional Collaborations
- Emotional and Cultural Intelligence
- Conflict Resolution and Management
- Project Management/Change Management
- Process and Performance Improvements
- Community and Client Relationship Management
- Analytical and Critical Thinker
- Complex Problem-Solving
- Business Process Analysis
- Agile Project Management

PROFESSIONAL EXPERIENCE

KFORCE

Renton, WA

Consultant (Temporary Assignment) - Kaiser Permanente Care Management Team 02/2019 to 10/2019

- Redesign Care Management Team site in SharePoint 2010 and migrate its content to SharePoint Online.
- Perform day-to-day SharePoint administration, maintenance, and management of site collection, to include design, development, migration, and upgrades from SharePoint 2010 to SharePoint Online/Office 365
- Gather business requirements from Care Management Team stakeholders utilizing Agile project management to develop solutions for improving end user utility in SharePoint 2010 and SharePoint Online/Office 365.
- Define project approach (i.e., schedule, constraints, dependencies, resources, testing) and manage project delivery (i.e., status, deliverables, issues/risks) for SharePoint 2010 clean-up project
- Implement and create governance plan to reduce errors, increase implementation time, and accelerate migration to SharePoint Online/Office 365
- Coordinate with stakeholders to review business requirements, prepare technical design documents, and non-functional and functional prototypes as needed
- Provide weekly status reports to key team members and upload them onto project's repository systems
- Provide training to business users on administration of SharePoint, governance, and best practices
- Develop master pages, page layouts, site templates, list templates, custom web parts, and custom components in SharePoint
- Assist with develop branding for Care Management Team in SharePoint Online/Office 365 environment
- Create custom lists, site content types, site columns, and document libraries to manage documents in Share Point 2010 and SharePoint Online/Office 365
- Manage SharePoint Care Management user permissions with proven understanding of enterprise governance
- Perform troubleshooting and handle escalated issues; ensured minimal disruption and efficient operational support in SharePoint: SharePoint 2010, SharePoint Online/Office 365, SharePoint Designer, SharePoint Central Administration
- Provide Standard Work content management strategies for Care Management Team on SharePoint

THE EVERGREEN STATE COLLEGE

Administrative Assistant (Temporary Assignment) - Police Department

09/2018 to 02/2019

- Scheduled and maintained the Interim Director of Police Services' appointment and travel calendars, coordinating and making travel arrangements as necessary
- Represented the Interim Director of Police Services' within the campus community and provided interpretation of College policies or viewpoints
- Chaired the Logistics Sub-Committee for the First Annual Equity Symposium designed to create a stronger sense of belonging on campus, have a meaningful impact in communities beyond the collegial hemisphere, develop cultural-competency skills as well as an understanding of how the campus can contribute to fostering a more inclusive and equitable environment
- Responsible for coordinating travel arrangements for various internal and external trainings for all police officers and communications officers
- Prepared confidential correspondence; composed, prepared, and distributed general correspondence, external communications, budgets, minutes, reports, and other documents
- Coordinated hiring processes of police officers for Police Services using the Electronic Staff Hiring System
- Provided fiscal support to Police Services; entered purchase requisitions in Banner
- Supported internal and external meeting including booking spaces, creating/disseminating agendas, taking minutes, and noting actions
- Prepared, compiled, and coordinated reports and records such as personnel, financial, equipment usage, purchasing, inventory, tracking, training, etc
- Updated and maintained department policy and procedures using Lexipol Policy Management

Administrative Assistant (Temporary Assignment) - Equity and Inclusion

01/2017 to 08/2018

- Established strategic relationships to promote equity and inclusion throughout the Evergreen campus and local communities.
- Assigned to serve as a summer student advocate to eight of the key leaders in the spring 2017 protests to assist with brainstorming plans for a new Equity Center with Facilities, collaborating with Student Affairs to revise the Student Code of Conduct, and presenting strategies to meet their demands to Senior Leadership.
- Provided project and administrative support to the college's equity-related work teams, special projects, and initiatives.
- Coordinated, scheduled, and monitored Equity and Inclusion Council activities to determine consistency with the Council's strategic action plan and goals.
- Coordinated the President's Equity Fund, developed and interpreted rules and procedures for the collection and review of applications to the fund, supported the Fund Committee' Chair and the committee members in granting awards from the Equity Fund, and coordinated the distribution and accounting for those awards.
- Provided fiscal support to the Equity and Inclusion Council and the President's Equity Fund Committee; entered purchase requisitions in Banner; projected and monitored expenditures on program budgets.
- Coordinated the completion of contracts and honorariums for large-scale campus events.
- Directed the planning and execution of campus events that focused on the framework of Inclusive Excellence.
- Collaborated with leaders across campus to promote the Inclusive Excellence framework in their policies and interactions with students to maintain their commitment to meet the mutually agreed upon demands from the spring 2017 protests.
- Assisted the Vice-President/Vice-Provost for Equity and Inclusion with ongoing research to create an intern position, retention strategies for students, provide data analysis of campus surveys related to inclusive excellence and student retention, and expand knowledge base of inclusive excellence in higher education.
- Assisted the Vice-President/Vice-Provost for Equity and Inclusion with appointment and travel calendars, coordinating and making arrangements as necessary.
- Prepared confidential correspondence; composed, prepared and distributed general correspondence, external communications, budgets, minutes, reports and other documents.
- Planned and organized projects with follow-through to completion.
- Supported internal and external meetings including booking spaces, travel, set-up, hospitality, creating/disseminating agendas, taking minutes and noting actions.

PROVIDENCE HEALTH AND SERVICES - WASHINGTON

04/2015 - 09/2016

Executive Assistant - Providence Medical Group, Olympia, WA

05/2016 to 09/2016

- Provided executive-level support to the Chief Operating Officer, Compliance Manager, and Director of Patient Care Services

- Updated and maintained the COO's calendar, and assisted the Compliance Manager with management of the administrative, clinical, and operations policies
- Acted as a liaison and maintained open lines of communication among senior executives, board members, shareholders, middle management, and administrative staff
- Designed and implemented administrative, clinical, and operations policies, and developed recommendations for improving workflows
- Coordinated and organized meetings, including notification to prospective attendees, set-up, pre- and post-meeting correspondence, PowerPoint presentations, meeting minutes and records, and any required follow-up
- Processed monthly expense reports reflecting supporting documents and budget codes

Project Coordinator - Providence Strategic Management System, Renton, WA

04/2015 to 05/2016

- Worked closely with project team members and clients, following PMBOK and agile project management to help define and assist with technical projects.
- Developed process maps and recommended process improvements to support increased efficiencies.
- Provided timely and accurate communication with the program manager, team leaders, team members, and key stakeholders to ensure understanding of project status and direction, upon request.
- Defined project approach (i.e., schedule, constraints, dependencies, resources, etc.) and managed project delivery (i.e., status, deliverables, and issues/risks) for matrixed projects.
- Coordinated aspects of capital purchasing, appropriated operational expenditures, and assisted with managing the project budget.
- Developed a project plan for a SharePoint clean-up project that included testing and go-live of various SharePoint sites in the Project Management Office.
- Conducted multiple business requirement gathering workshops to gather business requirements and designed prototypes for various portfolio SharePoint sites in SharePoint (2013).
- Configured/designed components such as data sources, master pages, page layouts, custom web parts, content types, InfoPath 2013 forms, and custom Nintex workflows to automate and route workflows form to appropriate personnel for processing in SharePoint 2013.
- Perform troubleshooting and handle escalated issues; ensured minimal disruption and efficient operational support in the SharePoint environment: SharePoint 2013, Nintex
- Distributed all project documents including meeting agendas, minutes, and status reports to key team members and uploaded them onto project's repository systems.
- Worked with key program team members, key stakeholders and project managers in planning and developing program/project work plans, implementation plans and contingency plans, and business and technology requirements.
- Provided administrative support to the Senior Manager during the Portfolio recruiting process by scheduling interviews, providing feedback/updates, and cultivating relationships with candidates; coordinated the onboarding process for all new hires.
- Coordinated and facilitated work group meetings.

SEATTLE CANCER CARE ALLIANCE

Seattle, WA

Administrative Coordinator - Medical Staff Office

08/2014 to 05/2015

- Managed calendars with daily scheduling interaction to create a manageable day for the Director of Medical Staff Services and as needed for the Medical Director
- Organized and/or arranged meetings and conference calls including prioritizing meetings and communicating all relevant details to participants for the Medical Director and the Director of Medical Staff Services
- Coordinated new workflows/built changes to existing workflows within the Computerized Order Entry System (CPOE) with the goal of maintaining patient care management during go-live in the ambulatory clinics
- Provided elbow-to-elbow support to ambulatory clinic managers to document issues during CPOE go-live and elevate them to the appropriate personnel
- Coordinated, monitored, and maintained the review and approval processes for Medical Staff Services policies prior to presentation for the Medical Executive Committee
- Partnered with the Project Management Office as a liaison to the Director of Medical Staff Services to provide strategies for continuous process improvements through best practices for the implementation of CPOE
- Customized and maintained document libraries for CPOE workflows in the Medical Staff Services SharePoint 2013 site

- Provided administrative support to the Credentialing Coordinator by completing collecting credentialing forms, license copies for recruiting and re-credentialing, and attestations; correspond with providers/staff to obtain requires documentation and to inform them of credentialing and privileging status
- Composed meeting minutes utilizing proper grammar, punctuation, and proofreading to record outcomes
- Prepared all check requests, purchase orders, and requisition forms as necessary in PeopleSoft
- Coordinated all travel for site visits, conferences, and office trips for the Director of Medical Staff Services.

SOUTHEASTERN LOUISIANA UNIVERSITY

Hammond, LA

Administrative Coordinator - Library Administration

02/2013 to 02/2014

- Served as a liaison between Payroll, Human Resource Office, and the Library Director and/or Assistant Director concerning all aspects of payroll guidelines
- Managed electronic time sheets daily on the PeopleSoft program, which is linked to the library time clocks for use by classified employees, graduate assistants, and student workers
- Consistently monitored e-mails in Google Mail for notification of any schedule changes according to schedule revisions as worked by employees
- Administered trainings for all library staff, graduate assistants, and student workers regarding timekeeping using PowerPoint
- Completed hiring proposals in PeopleSoft for Department Heads to hire/rehire Graduate Assistants
- Calculated monthly student worker budget using Excel spreadsheets to advise departments of available funds for student workers
- Assisted Library Director with organizing library fundraising events such as the annual book sale

DELOITTE CONSULTING, LLP

New Orleans, LA

Project Associate (Temporary Assignment) - National Finance Center

02/2012 to 01/2013

- Provided support to the National Finance Center with the implementation and operation of the Pre-Existing Condition Insurance Plan
- Worked cross functionally with project managers and the client strengthening the credibility of the Deloitte team to assist with managing the file room organization project from conception to conclusion
- Elicited information, using sophisticated interview techniques, about an individual's circumstances from insurance firms
- Explained agency determinations to applicants and enrollees in situations where it is difficult to gain understanding or acceptance with decisions that are not clearly covered by regulations issued by the Department of Health and Human Services
- Determined, prepared, and reported personal observations, as well as appropriate corrective actions, based on the type of adjustment needed in Deloitte's Applications Management Process Manager
- Recommended improvements and changes to systems and procedures used within the Pre-Existing Condition Insurance Plan
- Interpreted and applied a variety of laws, regulations, policies and procedures regarding health insurance
- Executed reporting for executive team and project managers as requested
- Reconciled enrollee accounts to determine the validity of the debt, debt amount, and to verify the receipt or non-receipt of the remittance in the Integrated Personnel and Payroll System
- Met customer service goals aligned with quality care management as directed by the United States Department of Health and Human Services
- Provided adequate information or documentation to enrollees regarding HIPAA policies, procedures, and reports
- Processed enrollment documents to determine if applicants meet eligibility requirements to enroll into the Pre-Existing Condition Insurance Plan
- Estimated and compared benefits or obligations that would apply to the applicant or enrollee

LOUISIANA HOUSE OF REPRESENTATIVES

New Orleans, LA

Legislative Assistant (Temporary Assignment) - District 99

07/2010 to 01/2012

- Managed day-to-day operational functions of the District 99 Legislative Office
- Served as a liaison between the Representative and constituents, which mostly consisted of underserved and underrepresented groups, in the Legislative District; exercising independent judgment to determine and implement appropriate courses of action
- Supervised general accounting, accounts receivable, accounts payable, bank reconciliations, and cash accounts; prepared financial reports and analysed monthly operating results against budget

- Responsible for the planning, coordinating and monitoring of all purchasing activities
- Managed the Representative's schedule and travel arrangements, providing all materials
- Facilitated and coordinated communication via phone and e-mail between the Representative, legislators, state officials, staff, and constituents for the development of legislation
- Identified and monitored district specific issues and represented the office at legislative and community events

ARTHUR J. GALLAGHER RISK MANAGEMENT SERVICES

Metairie, LA

Insurance Assistant - Commercial Lines

08/2008 to 03/2009

- Processed invoices, check insurance requests, and endorsements
- Reviewed policy documents for compliance and e-mailed final copies to customers
- Maintained records of customer interactions and transactions, details of inquiries, complaints, and comments, as well as actions taken
- Examined letters from policyholders and agents, original insurance applications, and other company documents to determine if changes are needed and effects of changes.

PENDLETON MEMORIAL METHODIST HOSPITAL

New Orleans, LA

Unit Secretary (Temporary Assignments) - Multiple Departments

08/1999 to 08/2004

- Provided administrative support to various nursing managers and nursing program coordinators in Home Health, Emergency Room, Maternity, Oncology, Endoscopy, and Telemetry units
- Performed general clerical duties such as ordering supplies and answering phone calls
- Greeted and directed patients, staff, and families to appropriate locations
- Coordinated patient care with other departments, specialists' visits, and prepared discharge paperwork
- Managed patient records verifying that all paperwork was properly documented
- Composed written correspondence, prepared meeting minutes, and tracked departmental forms such as purchasing orders and travel authorization forms
- Scheduled outpatient appointments, meetings, arranged for catering services, and maintained department calendars
- Coordinated annual recognition ceremony to honour exemplary employees and volunteers of marginalized groups

EDUCATION

MASTER OF SCIENCE: OPERATIONS AND PROJECT MANAGEMENT

Expected in 2020

Southern New Hampshire University, Manchester, NH

MASTER OF ARTS: HISTORY

2011

Southeastern Louisiana University, Hammond, LA

BACHELOR OF ARTS: HISTORY

2004

University of New Orleans, New Orleans, LA