

Ms. Ju'an D. Johnson
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Stone Mountain, GA 30083
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Currently seeking to establish my professional career. Seeking a fulfilling and challenging position that will allow me to contribute to the continued growth and success of a single organization. I am able, enthusiastic, skilled, reliable, and willing to participate as a team member in a dynamic work environment.

EXPERIENCE

AUGUST 2003 - PRESENT

ADMINISTRATIVE ASSISTANT

PADRIAC SMYTHE GROUP, LLC

Answer phones, provide general information, file as needed, maintain office equipment and order supplies, accounts receivable and payable, bank and credit card reconciliations, heavy email corresponding with vendors, subcontractors and customers

AUGUST 2017 – SEPTEMBER 2018

PART-TIME SUPERVISOR

UNITED PARCEL SERVICE (UPS)

Coordinate with other supervisors regarding employment placement, ensuring employees were clocked in and out accordingly, completing a walk-through of my designated area for the evening, making sure customer packages were handled properly

JULY 2007 – AUGUST 2014

MULTIPLE POSITIONS

GEORGIA DEPARTMENT OF LABOR

APRIL 2012 - AUGUST 2014

Claims Examiner

Develop relationships with claimants and employers, gather separation information, applying facts to Georgia employment laws, releasing unemployment determinations, completing twenty plus claims on a daily basis

JUNE 2010 -MARCH 2012

Claims Processor

Enter claimant information into state database, construct appeal packets, create PowerPoint presentations for unemployment workshops, conduct unemployment workshops, assist customers at the front counter with change of address, entering direct deposit information and general information, process fifty unemployment claims daily, prepare workload calendars for front counter and processing rotation

JULY 007 – MAY 2010

Claims Specialist

Construct filing system, organizing backdated files, develop methods for purging, handle the transfer of files, assist Spanish speaking customers, and prepare unemployment filing packets

SKILLS

- Typing 70 wpm with 80% accuracy
- Switchboard
- Customer service
- Problem solver
- Microsoft Office
- Notary Public

REFERENCES

- References are available upon request