Shaquanda Johnson

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*(678)914-6751*

*​ ​ ​SHAQUANDAJOHNSON@GMAIL.COM*

# ***PROFESSIONAL SUMMARY***

● Focused Individual who has become successful at multi-tasking and delivering prompt and friendly service to all customers. ​An organized, detail-oriented, and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and staying calm under pressure.

# ***SKILLS***

* Problem analysis and problem solving
* Decision making, critical thinking, organizing and planning
* Project management skills
* Strong verbal and personal communication skills

# ​***WORK HISTORY***

# ***Assurant***

*Loss Draft Specialist*

2405 Commerce drive, Duluth GA

* Assist Homeowners with GSE non-monitored and monitored escrow accounts.
* Provide homeowners with loan information regarding principal balance and payoff information.
* Process homeowners mortgage insurance check on various clients.

# ***Accc Insurance Company***

*Administrative clerical clerk*

1100 Alderman drive suite 250, Alpharetta GA 30005

* Obtain information from insured or designated persons for purpose of settling claim with insurance carrier.
* Prepare insurance claim forms or related documents and review them for completeness.
* Prepare documentation for contracts, transactions, or regulatory compliance
* Coordinate the efficient operation of the office; maintain confidential and general files, and maintain manuals.
* May enter or retrieve data of routine information into or from a departmental or unit specific database.
* May create and maintain various reports, graphs, tables, and other publications.

***State Farm Insurance Company***

*Claims Associate*

62-66 Perimeter East, Atlanta Ga

11/2014 - 12/2015

* Communicating with customers and associates over the telephone, mobile app, click-to-chat, and internet reporting.
* Gathering and documenting loss information.
* Working in a collaborative team environment to handle a large volume of claims and telephone calls.
* Resolved complaints and objections to meet the needs of all customer inquiries
* Overcome complaints and objectives to meet customer needs

***Olive Garden***

*Server*

1565 Scenic HWY, Snellville Ga

12/2011 to 08/2012

● Provide friendly and attentive service.

* Effectively listened to, understood and immediately reported guest concerns and issues.
* Monitored guest for intoxication and immediately reported concerns to management.

● Upheld highest standard for cleanliness of glass and silverware.

***Smokey Bones Bar and Grill***

*Server*

2930 Stonecrest circle, Lithonia Ga 30038

09/2009 to 05/2011

● Developed and maintained positive relationship with others to reach business goals.

* Quickly recorded transactions in MICROS system to deliver prompt service.
* Guided guest through menus while demonstrating knowledge of food and beverage.

# **EDUCATION**

Fort Valley State University (2008-2009)   
Georgia Perimeter College (2010-2012)   
Georgia State University (2017-Current)

# **REFERENCES**

(Professional)Gloria Lesene - 404-542-2017 (Personal) Ericka Burns – 404-207-6074