

Lunita M. Johnson

Education: Bunker Hill Community College, Associates in Science Degree, Human Services

Current Continuing Education: Cambridge College, BS Degree in Health Care Management

Computer and other Skills: Microsoft Word, Publisher, Excel and PowerPoint; Acquired knowledge of relevant Call Center protocol and applications; Researching via the internet, Academic competency and field experience in counseling, case management and supervisory skills, Professional telephone and written communication skills; Medical and dental terminology, Healthcare ethics, Comprehensive face to face customer service experience including creative problem solving, Attention to detail, Stress tolerance, Safe food handling skills; Knowledgeable of OSHA and HIPAA guidelines, Ability to work as part of a team, Fast learner and able to follow instructions, independent self-starter

Work experience:

Adecco - Computershare - Canton, MA

2014

Temp. Customer Service Representative

My duties include handling incoming calls from proxy systems and dealing with contacts in a confident and professional manner to provide the caller with an excellent service experience.

My responsibility as a customer Service Representative is also to ensure that the shareholder is fully informed and has an understanding of the issues that they are voting on for their funds' shareholder meetings, and encouraging them to vote. This includes, but is not limited to reading briefly and script, verbatim to shareholders. In this position I also communicate effectively with shareholders, clarify and verify their votes and document their comments. I accurately enter data and disposition calls such as voting directions, re-mails, or wrong numbers into the system and include detailed and relevant notes. This was a two-month assignment which lasted from February 18th, 2014 to April 7th, 2014.

Stop and Shop: Somerville, MA

2013-2014

Meat and seafood customer service clerk; front end cashier: Processed customer orders at meat and seafood counters; worked samples table; processed orders at check out. Other responsibilities included break down seafood case; cleaned and sanitized seafood department at closing; transported food from receiving area and freezer to the storage area. Properly stored and rotated stock items-first in-first out, I also performed the full range of food service duties that require proficiency in special procedures and a broad knowledge of service operations including safe food handling, preparation, and storage; routinely monitored food temperatures during shift

Vinfen Corporation: Cambridge, MA

2011-2012

Residential Psychiatric CBFS (Community Based Flexible Supports) Counselor, conducted assessments, wrote objectives and progress reports, prepared medication sheets and consults; administered medications; provided counseling, training and support to 10 residents- CBFS Program-DMH

Life Focus Center: Volunteer: Charlestown, MA

2009-2010

Human Service Practicum: Case management, advocate, wrote progress notes, group developmental activities developer and instructor, Day Program direct care--DDS & DMH

Outside The Lines Studio & RHD

Case management Practicum:

2010-2011

Day Habilitation Activities Instructor; conducted need based assessments, wrote objectives and progress reports, Provided case management support to 7 DDS and DMH consumers.

**Winter Hill Star Market: Somerville, MA
2007-2009**

Cashier, Deli Clerk, Customer Service

Sets up La Carte' case with correct supplies and food items, and breaks down and cleans the deli department at closing. Transport food from receiving area and freezer to the storage area. Properly stores and rotate stock items-first in-first out, I also performed the full range of food service duties that require proficiency in special procedures and a knowledge of food service operations including safe food, handling, preparation, storage and serving; routinely monitored food temperatures during shift

**Boston Fair Housing Commission: Volunteer : Boston, MA
2005-2007**

Field Tester: Received extensive training in fair housing laws

**Boston Acorn/Massachusetts Acorn Housing Corporation: Dorchester, MA; Tampa Florida and Dallas, TX
1998-2005**

Community Organizer/First-time Home-buyer and Credit Counselor: Helped residents of Dorchester form neighborhood groups in order to deal with issues affecting their community and change things for the better. After 3 years I transferred to a position with Massachusetts Acorn and counseled prospective first time home buyers in credit management and mortgage financing; assisted in mortgage loan application process; pre-qualified (calculate debt to income and loan to income ratio); determined readiness to purchase and wrote referrals for City of Boston 3% CRA down payment grants.

**Cambridge College: Cambridge, MA
1998-2000**

Financial Aid Office Assistant: Performed basic office duties such as answering telephone, taking messages, computer filing system and hard copy system, reviewed financial files, made calls to students to request missing documents; sorted and filed received documents to update records

**Freelance Outreach Consultant: Mattapan, MA
1993-1995**

Independent freelance outreach consultant, coordinated fundraisers fairs, wrote and produce PSA's, created, produced, promote, and hosted Urban Abode Live for 50 thousand viewers. Outreach Consultant for Pioneer Institute, Boston Renaissance Charter School, Mattapan Charter School, and Benjamin Banneker Charter School.

**BNN-TV: Boston, MA
1988-1998**

Independent Community Access Producer: Created, produces and hosted Urban Abode, a live educational Boston community based talk show technically supported by Boston Neighborhood Network.

**Doctor Grover's Dental Office: Dorchester, MA
1985-1987**

Front Office Dental Assistant, with some chair side assisting: Answered telephone, scheduled appointments; kept payment ledger, called to remind patients of their appointments; Greeted patients and managed waiting room; received payments from patients, and located patient's dental records; managed and controlled inventory. Seated and prepared patients for dental exam and performed chair-side