

# MELISSA JOHNSON

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## EXPERIENCE

**JANUARY 2015 – AUGUST 2020**

**HOME HEALTH AIDE, SAILS GROUP WA**

I have cared for a variety of clients with special needs, helping them to maintain a healthy and happy life. I am nurse delegated and have my HCA. I have completed right response training and maintained up to date with CPR and first aid training.

**AUGUST 2012 – MAY 2013**

**GROUP MEMBERSHIP ENROLLER, CAMBIA**

I processed new and maintenance applications, worked with groups and members to ensure enrollment satisfaction, maintained accuracy in processes and customer service and worked within my team to ensure consistency and up to date applicable knowledge.

**FEBRUARY 2008 – NOVEMBER 2010**

**GROUP MEMBERSHIP ENROLLER, REGENCE BLUE SHIELD**

I worked with Groups to maintain employee enrollment and cancellations. I also handled customer service calls, worked with third party administrators, counseled employers on Cobra/Obra/ Tefra policies, and handled billing and reconciliation.

## EDUCATION

**1994**

**SKAGIT VALLEY COLLEGE, RECEIVED GED**

## SKILLS

- Typing Speed of 42 wpm
- Multiline experience
- Excel, Word
- Quick learner
- Excellent people skills