

Shakirah Johnson

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Quality Assurance Analyst | Healthcare & Pharmaceutical Data Specialist

Bringing over a decade of experience in the medical industry, with a strong foundation in pharmacy operations, data analysis, and quality assurance.

Experience

Norstella / MMIT (Managed Markets Insight & Technology)

Yardley, PA 19067

Various Roles | 2013 – Present

Project/QA Analyst

June 2023 – Present

Reviewed pharmaceutical templates for formatting, data accuracy, and compliance

Investigated data irregularities and documented quality issues

Implemented process improvements to enhance QA efficiency and maintain quality standards across internal systems

Patient Reimbursement Database Analyst (PRDB)

April 2021 – June 2023

Managed and maintained a database of 500+ specialty drug assistance programs, including co-pay, patient assistance, and functional support offerings

Collaborated with internal teams and conducted independent research to ensure accurate and current data on reimbursement options

Monitored pharmaceutical manufacturer and non-profit offerings to update patients' financial assistance pathways

Verification Analyst

January 2018 – April 2021

Reviewed pharmacy-related business variables and client data to assess operational performance

Analyzed customer submissions to determine resolution steps and ensure accurate processing

Escalated client concerns and system issues as needed to maintain service quality

Data Entry / Formulary Specialist

September 2013 – January 2018

Entered and maintained drug formulary data with speed and accuracy

Supported client and internal training sessions to promote understanding of pharmacy services

Provided first-line support and issue escalation during operational disruptions

CVS Pharmacy
Hamilton, NJ 08690

Pharmacy Technician / Inventory Specialist

December 2010 – September 2013

February 2006 – December 2009

Delivered quality customer service and helped resolve pharmacy-related issues

Managed pharmacy inventory, including vendor returns, hazardous waste, and overstock reconciliation

Processed and verified prescription claim transactions while adhering to strict pharmacy policies

Sovereign Bank
Lawrenceville NJ, 08648

Bank Teller
January 2007- May 2010

Handled confidential transactions and customer accounts with professionalism and precision

Maintained accurate cash drawers and reconciled all daily activity

Participated in dual-control and auditing procedures to meet security and compliance standards

Processed orders of checks and provided special statements, copies, and referrals.

Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins.

Complies with bank operations and security procedures by participating in all dual-control functions, maintaining customer traffic surveys, auditing other tellers' currency, and assisting in certification of proof

Maintains customer confidence and protects bank operations by keeping information confidential

Skills & Strengths

PowerPoint and Excel, SmartSheet,

Strong knowledge of medical and pharmacy data structures

Proficient in QA testing, issue tracking, and template review

Excellent communicator with strong written and verbal skills

Tools & Software

Power BI, SmartSheet

Jira, Confluence

Chrome DevTools

Figma (for QA of design and layout)

Education

Mercer County Community College, West Windsor NJ, 08550

Certifications

Board of Pharmacy Certificate

Pharmacy Technician, 2006