SHAKIRAH JOHNSON

 Trenton, NJ

# SUMMARY

 [sghantdavid@yahoo.com](mailto:sghantdavid@yahoo.com)

 609.336.1977

Results-driven data professional with over 11 years of progressive experience in the pharmaceutical industry, specializing in data management, analytics, and regulatory compliance. I am looking for a position that can bring my knowledge and experience but also continue learning and growing in my career.

# EDUCATION

**MERCER COUNTY COMMUNITY COLLEGE, West Windsor NJ, 08550  
  
BOARD OF PHARMACY CERTIFICATE, Pharmacy Technician, 2006**

# SKILLS/TOOLS

* **Word, Excel, PowerPoint**
* **PowerPoint**
* **Smartsheet, Power BI**
* **Jira, Monday**
* **Strong analytical skills**
* **Ability to communicate and comprehend effectively both oral and written**

# EXPERIENCE

**Project/QA Analyst – Client Delivery Services**  
*Norstella/Managed Market Insights & Technology, Yardley, PA*

**6/2023 – Present**

* Develop, execute, and maintain comprehensive test plans and test cases for our solutions and client deliverables
* Perform functional, regression, system integration, and user acceptance testing (UAT) to ensure product quality
* Identify, document, and track defects using test management and issue-tracking tools
* Collaborate with Configuration Analyst, developers, business analysts, and product managers to ensure requirements are well-defined and testable.
* Participate in root cause analysis of defects and recommend process improvements to prevent recurrence.
* Ensure compliance with industry best practices and regulatory requirements.
* Provide clear and timely feedback to team on identified issues and potential risks.

## Patient Reimbursement Database Analyst *Norstella/Managed Market Insights & Technology, Yardley, PA*

**4/2021 – 6/2023**

* Track co-pay programs, patient assistant programs, and functionally assisted programs for specialty drugs in a comprehensive database of more than 500 support programs that provide financial support to patients
* Review, add and update status and offering details for all active reimbursement options between pharmaceutical manufactures and non-profit foundations
* Research and collect data via internet and client-based information to update database

## Verification Analyst *Norstella/Managed Market Insights & Technology, Yardley, PA*

**1/2018 – 4/2021**

* Investigate and examine variables relating to the operation of pharmacy business units
* Review/analyze client evidence
* Analyze categorized customer requests to determine appropriate course of action
* Immediately escalate client dissatisfaction or technology issues to the appropriate supervisor

## Pharmacy Relations Associate *Norstella/Managed Market Insights & Technology, Yardley, PA*

**9/2013 – 1/2018**

* Comparing old and new formularies for all Medicare, Medicaid and Commercial insurances.
* Insuring accurate up to date information is added within strict time limits
* Entering Updates, Prior Authorization Criteria and Step Therapy Criteria for all drug