Joanna h. Short

⯁ (601) 405-7541 ⯁ joshort5@yahoo.com

* **Commended performance and service of 20 years in the Mississippi Air National Guard.**
* **Recipient of the Mississippi Army National Guard Command Sergeant Major Award.**
* **Two time recipient: Non-Commissioned Officer of the Quarter.**
* **Volunteer & sponsor of Girl Scout Troup 112**

Qualities

|  |  |  |
| --- | --- | --- |
| **Customer Service**  **Leadership skills**  **Planning & Organizing**  **Accounts Payable / Receivable** | **Provide Personal Care**  **Team Leader**  **Passionate & Caring** | **Proficient in Word, Excel, PowerPoint & other.**  **Management skills** |

Professional Experience

**Health Unit Coordinator Dallas, Texas**

**UT Southwestern Medical Center April 2015 to present**

### Responsibilities:

* Manage unit communication to promptly answer telephones and activating paging system and unit mail.
* Document and manage medical records as per policy.
* Incorporate vision, values, missions and critical goals into job performance.
* Manage Hospital standards by engaging in health committees and in-services.
* Precept new associates as assigned by department manager.
* Prioritize work and manage multiple emergent demands by working independently.
* Manage patient medical records as per hospital and unit policy.
* Develop and achieve unit goals on health, safety, cost and quality.
* Attain customer service excellence by satisfying customer needs.
* Handle patient activities on and off nursing unit such facility transfers.

**Production Worker Arlington, Texas**

**Universal Adcom 2013 to 2015**

### Responsibilities:

* Work on the production line with consistent speed and accuracy
* Ensure that production requirements and standards are met consistently
* Make every effort to increase productivity and efficiency without compromising quality
* Complete packaging tasks such as box assembly, packing, and taping
* Operate machinery correctly and maintain it with care
* Report any machinery issues to management
* Work cooperatively with the production team to meet quotas and goals
* Maintain a clean and safe work area
* Observe all safety guidelines and report safety concerns to management
* Follow all written and verbal instructions
* Attend all safety and production trainings

**Business Office Director Jackson, Mississippi**

**Emmanuel Christian School 2005 to 2013**

### Responsibilities:

* Manage and coordinate the overall functions of our centralized Business Office to ensure timely, legally compliant, and accurate billing while maximizing the cash flow related to the collections of Account Receivable.
* Maintain up-to-date expertise and knowledge of private school billing laws, rules, regulations, and developments necessary for the organization to make informed business decisions.
* Oversee day to day activity relating to delinquent accounts, collection agencies, special adjustments, and/or write-offs.
* Manage the business office staff, ensuring appropriate staffing levels based on business needs. Ensure staff is meeting quality of work and productivity goals.
* Coordinate and manage business office functions including employee safety, human resources, training, payroll, workers compensation, accounts receivable, accounts payable, and customer service.
* Develop and maintain the school's policies for client registration, insurance verification, coordination of benefits, and collection practices.
* Manage the payroll services for all school staff including the management of pension schemes and associated services.
* Ensure the school’s equality policy is clearly communicated to all staff in school
* Ensure that all recruitment, appraisal, staff development, grievance, disciplinary and redundancy policies and procedures comply with legal and regulatory requirements.
* Seek and make use of specialist expertise in relation to HR issues
* Evaluate the school’s strategic objectives and obtain information for workforce planning

**Military Responsibilities:**

**Technical Sergeant/Supply Technician Jackson, MS**

**Mississippi Air National Guard 1998 to 2018 (Retired)**

Responsible for ordering equipment items, office supplies, etc., act as point of contact for maintenance and maintain an accurate filing system. Customer service representative for flight service center.

* Conduct physical inventories and adjust and/or maintain inventory, stock, plant, or

property account records;

* Receive and screen lists or other documents specifying supplies or materials needed for

planned programs or work operations, and collate and assemble lists of equipment and

parts needed for acquisition plans;

* Initiate, prepare, edit, and process requisitions to stock, commodity control, or other

appropriate supply organizations;

* Search catalogs, records, or other data sources to obtain or correct stock numbers or to

find authorized substitutes for stock items;

* Contact customers, supply organizations, transportation units, and others to obtain
* Material status information, follow up on urgently required items, and/or expedite

delivery of material to work sites;

* Process documentation for stock item receipts, maintain such items in a supply room or

similar storage area, issue material to shop or work center personnel, keep local stock

* Records, reorder when stocks are low or at a specified reorder point, prepare standard

reports such as variances between actual and estimated costs, and perform related stock

­­Education

## Belhaven University: Jackson, MS

Master of Science in Leadership, 2014

## Belhaven University: Jackson, MS

Bachelor of Arts in Social Services, 2011

* **Community College of the Air Force**

Associates of Applied Science in Logistics

REFERENCES

**Available upon request**