

Certifications and Licenses

Project Management Professional, Project Management Institute, 2019

Federal Emergency Management Agency (FEMA) Emergency Management Institute
Certificates:

- IS-100.HCB: Introduction to the Incident Command System
- IS-700.A: National Incident Management Systems
- IS-200.HCA: Applying ICS to Healthcare Organizations
- IS-800.B: National Response Framework, An Introduction

ServiceNow Fundamentals

Education

Doctoral Program, Public Policy, University of Maryland, currently enrolled

Graduate Certificate in Applied Statistics, Pennsylvania State University, 2016

Master of Public Health, University of Missouri, Columbia, 2015

Bachelor of Science, Biology, University of Illinois at Urbana-Champaign, 2013

Professional Qualifications

Ms. Johnson is an experienced project manager working within the healthcare and civilian markets within multiple organizations. She possesses strong communication, reporting, and project management skills, resulting in a demonstrated ability to deliver mission-critical results. Ms. Johnson has PMO and data analytics experience working in innovative and agile group environments. She also possesses proficiency in team building and communicating complex concepts across all organizational levels.

Experience

Logistics Management Institute, Project Manager

08/2015–Present

07/2019–Present, US Postal Service (USPS), Network Operations.

Program manager producing project deployment schedules and expected cost savings after implementation; providing executive visibility into the program health and progress; providing action item tracking, early risk, and issue detection to enable timely execution and decisive corrective action; and identifying, understanding, and managing the interdependencies across all aspects of PMO supported project(s) suppliers and Postal stakeholders.

10/2017–Present, US Department of Agriculture (USDA), Animal and Plant Health Inspection Service (APHIS), Veterinary Services (VS), Field Operations (FiOps), Logistics Center (LC), National Veterinary Stockpile (NVS) Program, Training and Exercise Support.

Works with States before an foreign animal disease outbreak to help them plan a logistics response to request, receive, process, and distribute resources (resources can come from the NVS, other Federal and state agencies, industry, other states, or the private sector) needed for

a large outbreak. Creates, executes, organizes, documents, and facilitates table top exercises, warehouse training workshops, and operates full scale NVS logistical exercises annually in compliance with HSEEP principles. Aids the NVS program in creating and implementing goals and making recommendations to improve systems whenever appropriate.

01/2019–07/2019, Centers for Medicare & Medicaid Services (CMS), Center for Consumer Information & Insurance Oversight Systems (CCIIO) Support.

Supports the Centers for Medicare & Medicaid Services' (CMS) Center for Consumer Information & Insurance Oversight (CCIIO).

Policy Help Desk: Processes, categorizes, researches, and monitors the workflow of responses to inquiries from qualified health plan (QHP) issuers and other stakeholders related to implementation of the insurance marketplaces. Supports CCIIO account managers and subject matter experts (SMEs) through the Atlassian Jira Project Management Software, Affordable Care Act Account Management Issues and Questions project by managing inventory and process flow of QHP issuer questions.

09/2017–05/2019, CMS, Social Security Number Removal Initiative (SSNRI)

Managed the policy change process for CMS and the Social Security Administration (SSA) to edit and update current policy in order to reflect the adoption of the new Medicare Beneficiary Identifier in manuals and forms such as, but not limited to, the SSA Policy Operations Manual System (POMS), CMS Internet Only Manuals (IOMS), CMS forms, and the CMS Plan Communication User Guide (PCUG). Recommended new policy language based on a semantic search using LMI's OpenPolicy tool of more than 50 variations on social security number and beneficiary claim number covering approximately 25,000 pages. Kept track of recommendations and progress towards implementation by utilizing Excel, OpenPolicy, and Atlassian Jira Project Management Software while working with CMS and SSA subject matter experts. Tracked and managed the change management process in CMS' Enterprise Electronic Change Information Management Portal (Enterprise ECHIMP) for the Fee-For-Service (FFS) Program. Additionally, was responsible for tracking the status of risks, issues, and action items daily, and informing leadership of these risks.

09/2018–02/2019, CMS, Premium Withhold System and Enterprise Database Suite of Systems (EDBSS) Support.

Provided Program Management Office (PMO) support services. Was responsible for facilitating weekly meetings to review progress, track key program tasks, address open risks/issues, action items, and deliverables with CMS staff. Tracked and presented reports with details on financial and operational metrics. Through interviews with EDBSS team members, documented procedures for the Third Party System (TPS), which bills third party payers for Medicare premiums they have agreed to pay on the beneficiary's behalf.

03/2017– 09/2018, CMS, Medicare Shared Savings Program

Facilitates the development, review, and publication of a weekly newsletter that is distributed to Medicare Shared Savings Program Accountable Care Organizations (ACOs). Manages, drafts, and reviews various documents including internal and external deliverables such as press releases, fact sheets, guidance documents, styles guides, and PowerPoint presentations and related to compliance oversight and monitoring. Maintains approximately 30 standard

operating procedures for key application, compliance, oversight, and monitoring activities of the Shared Savings Program.

01/2017–09/2018, CMS, Review of CMS Health Plan Benefit Packages

Accountable for beta testing CY2018 Plan Benefit Packages (PBPs) for CMS Medicare Advantage (MA). Responsible for the MA Benefits Mailbox webpage redesign which provides guidance resources for health plans preparing their CY 2018 PBPs for Part C benefits.

08/2015–01/2017, USDA, APHIS, National Preparedness and Incident Coordination (NPIC)

Project leader responsible for the creation and revision of over 300 foreign animal disease (FAD) response and health policy documentation and information management materials. Researches, develops, writes, formats, and edits Foreign Animal Disease Preparedness and Response Plan (FAD PReP) response materials (such as continuity of business plans, standard operating procedures, disease response plans, National Animal Health Emergency Management System guidelines, ready reference guides, strategic plans, industry manuals, policy updates, and disease response strategies) to ensure the information is grammatically, technically, and factually correct.

Took part in the 2014–15 highly pathogenic avian influenza (HPAI), 2016 Indiana HPAI/low pathogenic avian influenza (LPAI), and 2016 New World screwworm outbreaks. Created documentation of new policies based on lessons learned from these outbreaks for stakeholders, responders, and the public.

The American Red Cross of Greater Chicago, Regional Intern, Individual and Community Preparedness and Resiliency **05/2014–08/2014**

Supported planning of eight fire safety events, spanning 12 Northern Illinois communities, which reached an estimated 560 households. Established and maximized community relationships by attending community partner meetings and promoting fire safety events to community members. Created a baseline of reporting data analysis to complete the Red Cross vision for easily understanding its program effectiveness. Developed fire preparedness program curriculum for volunteers to educate the community. Shared best practices of program design and implementation with internal and external stakeholders.

Awards and Relevant Organizational Memberships

Delta Omega, Gamma Eta Chapter, Honorary Society in Public Health, member 2019–present

United States Animal Health Association, member 2016–2017

Master of Public Health Graduate Student Association, member 2013–15

University of Missouri Grant Writing Program, member 2013–15