

# Michael Johnson

4695447736 | michaelgj2002@yahoo.com | Dallas, Texas

## Summary

Results-driven, analytical, experienced customer service-oriented professional with strong business and financial acumen, innovative mindset, and over 15 years of hands-on experience as a business consultant and customer service front facing within globally recognized organizations and 8 years of healthcare management and supervisory, director experience. Dedicated leader with an MD/MBA in management seeking entry into a growth-oriented, employee-centric company in a management role.

## Experience

### **Director | 09/2019 - 08/2021 | Parker University | Dallas, Texas**

- Create new programs to boost employee morale and customer satisfaction
- Lead operations for and supervise a team with 250+ members
- Pioneer development of online learning pivot program for colleagues and members during COVID pandemic
- Work with a committee to hire, onboard and train new employees, including instructing on safety and dissection in a cadaveric laboratory, and student, staff, and customer service, rights, standards, ethics, and operations
- Delineate problems, leverage information to determine root causes, apply data to find solutions, participate in feedback loop between data intake and insights and work to improve the data collection process

### **Assistant Professor/Instructor | 09/2017 - 08/2021 | Parker University | Dallas, TX**

- Coordinate individualized educational experiences for up to 500+ students annually and facilitate small group experiences to deliver appropriate content for students' educational levels
- Attend over 300 hours of continued education and training annually
- Educate, advise, and mentor future doctors of chiropractic medicine in the field of gross anatomy and undergraduate pre-clinical students in the general education program and curriculum.

### **Independent Contractor/Business Manager | 01/2008 - Present | Remote**

- Play an integral role in customer service and overall sales numbers
- Troubleshoot network and productivity issues and perform root-cause analysis
- Increase customer satisfaction ratings by 35% in first year of service
- Provide one-on-one and group instruction for 1000s of clients while maintaining a high rapport, customer referral rate and client retention

### **Member Activities Supervisor/Team Leader | 05/2007 - 07/2013 | Life Time Fitness Health Club | Alpharetta and Lawrenceville, Georgia**

- Direct, supervise, and train a group of 50 team members in company policy, member engagement, and event coordination
- Lead a team of 50 team members, documenting team performance, metrics, and error-rate to analyze trends, present approaches for improved efficiencies, and attain goals
- Screen and answer calls, emails, and correspondence with professionalism and in a timely manner
- Liaison between management team of 50 and 100s of clientele
- Manage all day-to-day operations, including front desk, payment processing, team member and clientele scheduling, and human resources

### **Public Relations Chairperson Student Development Board | Austin College**

- Recruit, onboard and train new members, including instructing on active fundraising, endowment telethon, customer service standards and operations
- Play an integral role in customer service and overall fundraising
- Build trusted relationships with executive colleagues, staff of over a 200 members, and faculty by getting to know them on a personal level
- Create an incentivized program to increase retention and improve overall experience

## Medical Clerkships

- Internal Medicine with Dr. Brij Singh at Floyd Medical Center in Rome, GA
- Pediatrics with Dr. Merinda Herron at Herron Pediatrics, Northside Hospital, and Emory Medical Center in Atlanta, GA
- Family Practice with Dr. Miriam George at Douglas County Family Practice in Douglasville, GA
- General Surgery with Dr. Harry Lieberman at WellStar Kennestone Hospital in Marietta, GA
- General Surgery with Dr. Ian Katz at Dekalb Medical Center in Atlanta, GA
- Neurology with Dr. Alan Maloon at WellStar Kennestone Hospital in Marietta, GA
- Cardiology with Dr. Naresh Parikh at Georgia Clinic in Norcross, GA
- Psychiatry with Dr. Antin Todd at PACT Atlanta and Gregory Lunceford at Dekalb Medical Center in Atlanta, GA
- Pain Management with Dr. Gregory Zakers at Berkley Medical and Rehabilitation Center in Lithonia, GA
- Urgent Care with Dr. Gregory Zakers at Clínica Alianza Latina in Norcross, GA
- Occupational Medicine with Dr. Gregory Zakers at Clínica Alianza Latina in Norcross, GA
- Family Medicine Elective with Dr. Gregory Zakers at Clínica Alianza Latina in Norcross, GA
- Obstetrics and Gynecology with Dr. George Tucker at Atlanta Medical Center in Atlanta, GA

## Education

### **Doctor of Medicine | Avalon University School of Medicine | 06/2014 | Youngstown, Ohio**

- American College of Physicians - Member
- Baylor Hospital 5 Star Spirit Award

### **Master's in Business Administration - Healthcare Admin/Mgmt | Davenport University | 12/2015 | Grand Rapid, MI**

- Sigma Beta Delta Member - National Business Honor Society
- Graduated summa cum laude—3.96 GPA Overall; 4.00 GPA in all disciplines pertaining to degree and following certifications:
  - Human Resource Management - 12/30/2018
  - Strategic Management - 08/30/2019

### **Bachelor of Arts - Biology and Spanish | Austin College | Sherman, TX**

- Lee Posey Leadership Institute Scholar, Dean's Scholar, National Community Service Scholar, B.E.L.I.E.F. Foundation Scholar, Rotary Club of Dallas Scholar
- Graduated with honors—3.3+ GPA
- Sigma Iota and Sigma Delta Pi Member

## Skills and Details

Ability to develop and implement effective action plans, Customer service, Customer care, Microsoft office, Adept in creating, Organizational skills, Business intelligence, Scheduling, Management, Powerpoint, Organizational skills, Databases, Public speaking, Communications, Medical Terminology expert, Patient care, Typing 50 WPM, Southpaw, English and Spanish Fluent, COVID Vaccinations and Booster Completed, Lean Six Sigma Certified LSSWB, Project Management Certified

## Publications

- Farias III, M., Jackson, K., Johnson, M., & Caffrey, J. L. (2003). Cardiac enkephalins attenuate vagal bradycardia: interactions with NOS-1-cGMP systems in canine sinoatrial node. *American Journal of Physiology. Heart and circulatory physiology*, 285(5), H2001–H2012. <https://doi.org/10.1152/ajpheart.00275.2003>.
- Lefebvre, K., Boswell, T., Calareso, J., and Johnson, M. "StudyPoint PSAT Manual Student Edition."
- Lefebvre, K., Boswell, T., Calareso, J., and Johnson, M. "StudyPoint PSAT Manual Instructor Edition."
- Lefebvre, K., Boswell, T., Calareso, J., and Johnson, M. "StudyPoint SAT Manual Instructor Edition."
- Lefebvre, K., Boswell, T., Calareso, J., and Johnson, M. "StudyPoint SAT Manual Student Edition."
- Lefebvre, K., Boswell, T., Calareso, J., and Johnson, M. "StudyPoint ACT Manual Instructor Edition."
- Lefebvre, K., Boswell, T., Calareso, J., and Johnson, M. "StudyPoint ACT Manual Student Edition."