

MIAYA JOHNSON

Customer Service Navigator

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☎ 901-216-8541

📍 Memphis, TN

🌐 <https://www.linkedin.com/in/miayajohnson2026/>

🌐 <https://www.miayajohnson.art>

PROFESSIONAL SUMMARY

Customer-focused professional with experience in customer service, education, and cross-cultural communication. Skilled in supporting diverse users, resolving issues efficiently, and delivering clear guidance. Committed to providing reliable IT Support and customer service while continuously expanding technical and clerical expertise.

EDUCATION

CompTIA Security+ (SY0-701)

CompTIA

📅 2026-Ongoing

📌 Worldwide

•Certified 2-28-2026

CompTIA Network+ (N10-009)

CompTIA

📅 1-1-2027

📌 Worldwide

•Expected 1-1-2027

Bachelor of Arts

University of Memphis

📅 June 1, 2012- Dec 11, 2017

📌 Memphis, TN

•International Languages (Japanese)

WORK EXPERIENCE

Customer Service Navigator

TriWest / Salem Solutions

📅 Jan / 2025-Ongoing

📌 Remote

- Delivered high-quality customer support while abiding by national HIPAA, PII, PHI rules and regulations
- Guided users through web portal navigation, troubleshooting login issues, and access errors
- Resolved inquiries efficiently while maintaining accuracy, professionalism, and empathy
- Documented interactions thoroughly to ensure compliance and continuity of service

Customer Service Representative I

Health Net Federal Services / Salem Solutions

📅 Mar 20, 2023 - Dec 25, 2025

📌 Remote

- Provided comprehensive member support via phone, while abiding by national HIPAA, PII, PHI rules and regulations
- Assisted users in completing service-related tasks online while improving customer self-sufficiency
- Identified, resolved, and escalated technical or account-related issues as needed
- Maintained detailed records to support operational efficiency and quality assurance standards

Fellow Teacher

Uplift Education

📅 Jul / 2021-Sep / 2022

📌 Dallas, TX, USA

- Delivered clear instruction and developed structured learning materials
- Communicated complex information in an accessible way and monitored performance outcomes
- Collaborated with colleagues to improve processes and student experience

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