

NIGEL JOHNSON

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Summary

Creative and motivated Communications Specialist with design, planning, and presentation skills. Persistent professional with a passion for community journalism and a reputation of ethics. Articulate communication skills, research skills, social media platforms, and article writing experience. Campaign development Media relations Public relations Community relations Communication management Written communication

Skills

- Content analysis
- Press releases
- Research
- Stories
- Strategic planning
- Conflict mediation
- Project support
- Marketing strategy
- Promotions planning skills
- Social media management
- Strategy development
- Team development
- Team building

Experience

Customer Service Specialist Apr 2021 to Current
Hope Health — Manning, SC

- Resolved average of 750 calls per week to consistently meet performance benchmarks, including speed, accuracy and volume.
- Helped patients make appointments, send in refill request, update information, transfer calls, and answer an
- Provided outstanding Patient Support service to new and long-standing patients by attending closely to concerns and developing solutions.
- Answered patients questions and addressed problems and complaints in person and via phone.
- Displayed strong telephone etiquette, effectively handling difficult calls.

Technologist Specialist/Director of Operations Jan 2021 to Current
Soiociety Hill AME Church — Manning, South Carolina

- Supported internal and external communication projects, encompassing strategic planning and allocation of resources.
- Managed all social media platforms, including Facebook, / provided filming services Strategized effective press releases to maintain positive corporate image.
- Created and delivered high-impact media content.
- Communicated with advertisers to ensure timely submissions.
- Coordinated social media communications across all platforms and website pages.

Reporter May 2019 to Aug 2019
The Manning Times — Manning, SC

- Used social media outlets to connect directly with the public.
- Interviewed sources, contacts, and leads to gather information for stories.
- Updated the newspaper's website daily Wrote stories and columns for the newspaper weekly Asked questions and discovered facts during interviews.
- Built stories from the ground up through final delivery with a complete narrative and creative control.
- Stayed current on local, state, national, and international news with continuous research.

Cashier

May 2017 to Aug 2017

Hardees — Manning, SC

- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency.
- Processed all sales transactions accurately and promptly to prevent long customer wait times.
- Processed customer payments quickly and returned exact change and receipts.
- Received payments for Hardees and issued receipts.
- Trained new team members in cash register operation, stock procedures, and customer service.
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Education and Training

Bachelor of Arts, Communications

Dec 2020

Newberry College — Newberry, SC

- Cum laude graduate
- Dean's List Honoree 6x
- Blue Key Honor Society Member
- Minor in Speech and Theater
- President of All Campus Entertainment
- Student Ambassador

Certificate in General College Studies, General College Studies

May 2017

Williamsburg Technical College — Kingstree, SC