

Resume



Kat Johnson

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I am a communications professional who combines creativity with a data-driven approach. I excel at project management, quality assurance, process development and creating effective communication strategies that deliver measurable results.

- Kat Johnson

Work Experience

Quality Specialist

Ascension Living PACE Operations Support

November 2025 to Present

- Lead quality and process standardization across multiple PACE programs.
- Develop and maintain standardized SOPs, job aids, workflows, forms, and governance tools.
- Translate PACE regulatory requirements into clear, practical operational processes.
- Lead cross-functional process improvement projects from assessment through implementation.
- Design workflows, accountability structures, and documentation that improve consistency and reduce variation.
- Partner with clinical, operational, HIM, and quality leaders to identify gaps and implement scalable solutions.
- Support audits, root cause analysis, corrective actions, and performance monitoring.
- Develop dashboards, trackers, and tools that turn quality data into actionable insights.
- Apply project management and continuous improvement principles to complex quality initiatives.
- Create training and implementation resources that support consistent adoption of new processes.

RTZ Coordinator

RTZ Coordinator/Quality Coordinator

December 2023 to November 2025

- RTZ (EMR) software support for the Ascension Living Hope facility
- Processes all issues and tickets related to the new implementation of electronic medical records software RTZ
- Troubleshoots, generates tickets, and monitors resolutions for any issue related to EMR
- Manages all new, current, and terminated human resources files
- Creates spreadsheets (Google Sheets), tools, forms (including but not limited to Google Forms), and Google Sites used in various auditing initiatives
- Conducts Policy and Process maintenance in conjunction with HOPE Quality Team Members
- Creates workflow diagrams for all processes used at HOPE.
- Works closely with leadership and rank and file to develop job aids related to each workflow
- Modifies, manages, and maintains the HOPE Quality and RTZ Internal websites to communicate team strategies and initiatives
- Promotes acceptance of RTZ throughout the organization.

Administrative/Quality Coordinator

Ascension Living HOPE - Wichita, KS

December 2021 to December 2024

- Administrative support for the Executive Director and Site Director of Ascension Living HOPE
- Administrative support for Ascension Living HOPE facility
- Creates graphics for web, social media, and print-on-demand
- Processed all incoming vendor invoices for submittal to Ascension Accounts Payable
- Conducted all New Hire Orientations
- Manage all new, current, and terminated human resources files
- Managed all Verizon equipment
- Provisioned all new hire equipment, digital rights, and data management access
- Managed all of the organization's Google contact lists and Groups
- Creates spreadsheets (Google Sheets), tools, forms (including but not limited to Google Forms), and Google Sites used in various auditing initiatives
- Conducts audits to verify compliance with CMS standards for a PACE Program
- Monitors and tracks Hospitalization and Emergency Room Visits for all participants
- Monitors and tracks compliance on Service Delivery Requests per CMS Guidelines
- Conducts Policy and Process maintenance in conjunction with HOPE Quality Team Members
- Created, manages, and maintains the HOPE Quality Internal Website to communicate team strategies and initiatives

Digital Communications/Social Media Manager/Freelance Graphics Designer

Self-Employed

January 2019 to Present

- Produces marketing materials, including web/social media graphics, brochures, copy, reports, business cards, portfolios, and flyers
- Collaborates closely with clients on social media campaigns, content development, and best practice strategies
- Manages day-to-day social media activities for a variety of brands on several platforms; maintains/creates content calendars, post(s) creation, graphics, ad, and promotion (both paid and organic) activities, and analytics
- Provides web design and CMS management/maintenance services for clients
- Assists clients in identifying/developing brand/style guidelines and best practices processes
- Utilizes Google Analytics to gather and track website metrics, such as time spent on site, new visitors, and navigation funnels continuously tracked to improve the quality and effectiveness of marketing activities
- Develops e-commerce strategies for clients, resulting in a 200% increase in new customer inquiries for several clients
- Evaluate online performance according to individual KPIs and OKRs tailored to each client and adjust activities based on gathered insights
- Updates/manages/maintains client(s) Google presence utilizing the Google My Business toolset
- Provides virtual assistant duties for clients needing more one-on-one assistance

Coordinator of Social Media Platforms

FlightSafety International - Wichita, KS

June 2016 to January 2019

- Managed all social media platforms for FlightSafety International: 2 Facebook company pages, a LinkedIn Company page, 3 LinkedIn Showcase pages, 1 Twitter feed, 2 Instagram Accounts, 1 Youtube channel, and 1 Vimeo account
- Managed editorial content calendar for the company and created yearly, monthly, weekly, and daily social media strategies
- Continually sought to improve the quality of communications via social media
- Monitored and responded to communications generated from all social media platforms
- Advised on corporate policy and strategy related to digital communications, especially related to social media

Freelance Digital Communications Specialist

Self-Employed

September 2015 to July 2016

- Created brochures, postcards, business cards, portfolios, and marketing materials
- Constructed and managed social media content plans, gathered and/or created content, and ran marketing campaigns on behalf of clients
- Created, updated, and maintained various websites using the WordPress CMS
- Created graphics for web, social media, and print-on-demand

Digital Media Specialist/Communications

Workforce Alliance of South Central Kansas - Wichita, KS

July 2011 to September 2015

- Managed, generated content, updated and maintained the following websites: <http://www.workforce-ks.com>, <http://reap-ks.org>, and <http://gethiredwichita.com>
- Created yearly, monthly, weekly, & daily content plans for multiple brand identities
- Conducted in-depth research on workforce development subjects and developed quality content for use on all communications platforms
- Designed and created new branding for the 2015 Annual Get Hired Job Fair; logo, ads, website, social media campaign resulting in a record-breaking attendance of both employers and job seekers
- Increased social media efforts on all media by 300% during the first year and engagement by 92% through social media marketing campaigns
- Designed all promotional materials for job fairs showcasing local and international business; matching their branding and design requirements
- Spearheaded rebranding efforts for the Workforce Centers 2014 re-location project
- Through social media efforts were able to provide local business customers the benefit of \$66,400.00 worth of online advertising at no cost per job fair event
- Monitored, analyzed and reported all social media and outreach activity for the organization
- Managed video projects as need by the organization.

Skills

- Social Media Management (7 years)
- Social Media Marketing (7 years)
- Graphic Design (7 years)
- Program Management (10+ years)
- Communications (7 years)
- Web Design (7 years)
- WordPress (7 years)
- Brand Management (7 years)
- Workforce Planning (4 years)
- Retail Management (3 years)
- Project Management (15 years)
- Event Coordination/Meeting Management (20 years)
- Organization/Productivity Skills

Online Tools/Software/Social Media Platforms

- HTML/CSS/WordPress
- Microsoft Office/Microsoft Project
- Visio
- Adobe Creation Suites (Photoshop, Illustrator, and InDesign)
- Affinity Suites (Designer, Publisher and Photo)
- Dreamweaver CS4/Fireworks
- Basecamp/Freecamp
- Trello/ToDoist/Asana
- Canva/Libris/Photoshelter (DAM)
- Lucid Charts
- LinkedIn
- Twitter
- Facebook
- Pinterest
- Instagram
- YouTube
- Vimeo
- Hootsuite
- Sprout Social
- Buffer
- Threads
- Bluesky

Education

Bachelor of Science in Computer Science

Grantham University - Kansas City, MO

Associate of Science in Computer Science

Grantham University - Kansas City, MO