

LaSchanda Johnson

Contact

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Skills

Strong Attention Detail

Excellent Listener

Faculty Development

Student recruitment
knowledge

Student Support

Student Development

Academic Intervention

Student Retention

Performance Improvement
Strategies

Program Improvement

Character Education

Energetic doctoral candidate eager to apply extensive knowledge of leadership, administration, and policy to achieve student success and retention. Influential and transformational leader with record of success managing administrative challenges and helping higher education institutions succeed. Dedicated to working hard to make positive contributions by staying on top of trends in education to maintain modern, efficient systems meeting needs of diverse students with solid record of accomplishment in attaining and surpassing targets during a 10-year career.

Education

2018-01 -
Current

**Edd: Educational Leadership,
Administration, & Program Policy**

Pepperdine University - Malibu, California

2003-01 -
2005-01

MBA: Business Administration

University of Phoenix - Glendale, Arizona

1992-08 -
1997-07

BA: Political Science

Southern University - Baton Rouge, LA

Experience

2019-09 -
2020-12

Intern-Student Services

Los Angeles Southwest College, Los Angeles, California

- Hands-on professional with experience and capabilities in basic student needs, student equity and achievements.
- Oversee and manage programming budgets totaling \$500,000+ related to basic needs and Student Equity and Achievement plans
- Developed budgets and initiatives related to the academic, student support, social needs of students from culturally and socially diverse, disadvantaged backgrounds, disproportionately impacted equity groups and drafted proposals and agreements to support proper allocation.

Administrative Support

Team engagement

Leadership training

- Increase Student Engagement by creating and facilitating social programming for student needs, student success, and student leaders.
- Represent educational program at meetings and conferences to serve as subject matter liaison for array of services and activities assigned.
- Plan, coordinate, and help direct the operations/activities relating to Student Equity and success, basic needs, assigned state/federally categorically funded programs, grants and other assigned student support program campus-wide
- Collaborated with campus faculty, managers, staff and students to advance the District's Student Equity and Achievement goals of ensuring equitable educational opportunities for all students, regardless of race, gender, age, disability, or economic circumstances.
- Provide leadership to the campus in the areas of basic needs, food, student homelessness and transportation insecurities, as well as the development of local partnerships with feeder high schools, community organizations, and businesses in meeting student basic needs and maximizing student success.
- Scheduled educational activities, faculty lectures and departmental events to drive mission and values of institution.
- Fostered operational efficiency and compliance with the colleges policies through effective coordination of office activities.
- Facilitated leadership training sessions and workshops on planning successful events, dealing with conflict and leadership.
- Monitored overhead, prepared budgets and directed spending and resources to support fiscal efficiency.
- Championed healthy conflict resolution and self-efficacy, training, and mentoring of students to participate in colleges, adjudication process.
- Evaluated programs and monitored implementation and compliance with regulations to achieve objectives.

2012-09 -
Current

Internal Auditor

Los Angeles Community College District, Los Angeles, California

- Oversee daily fiscal operations across administrative processes including College Business offices, Admissions, Student Service Programs, Bookstore, Facilities, Payroll, Cash Control, Foundations, Procurement, Specialty Funded Programs, Community Services and Athletics.
- Reduce colleges risk by 20%, performing risk assessments,
- Identified control gaps in processes, procedures and systems through in-depth research and assessment and suggested methods for improvement.
- Addressed concerns of diversity within core curriculum, student equity/needs, and staff best practices by developing restorative social justice programs for inclusionary practice.
- Develop, plan, organize and implement audit programs, policies and procedures and activities.
- Managed internal audits of financial and departmental operations, developing risk assessments and conducting process walkthroughs for compliance with documented processes.
- Influenced 400+ students from 9 colleges to attend an internal audit conference designed to challenge students while allowing them to share resumes, network and gain internships at Deloitte, PricewaterhouseCoopers, Ernst & Young and KPMG.
- Provide strategic leadership in planning, execution, and finalization of assigned business operations.
- Create and develop action plans to meet and exceed performance goals; providing guidance to interpret laws, rules, policies and procedures related to colleges business operations.
- Trained newly hired employees on company processes, procedures and deadlines.

2012-08 -
2016-01

Assistant Director

Community Centers, Inc, Los Angeles, CA.

- Empowering communities with economic growth through education, employment services, financial and digital literacy, prevention and intervention that bridges the gap and relieves the bonds of socioeconomic disparity impacting At Risk and Foster Youth, People with Disabilities, Disadvantaged Individuals, Families and Veterans.
- Created and enforced more efficient processes to boost company productivity by 10%.
- Increased community involvement by 20% through working with colleges and community leaders to arrange schedules based on community needs, college needs, and available resources.
- Implemented and managed student support structures for at-risk youth, students from culturally and socially diverse, disadvantaged backgrounds and disproportionately involving positive behavior interventions, check-ins, and mentorship opportunities.
- Established \$300,000+ budget for special projects and kept detailed expense documents throughout project duration to maintain operational efficiency.
- Encouraged diversity of thought through team building activities for all program members.
- Communicated opportunities by advising community leaders about available services to help the community achieve goals.
- Create operational policies, procedures, standards, and goals of specially funded program and evaluated program results.
- Ensure compliance of program operations with all applicable rules and regulations.
- Coordinates and integrates program projects and activities with existing programs and services.
- Provided guidance to individuals and groups in interpretations of laws, rules, and policies and procedures pertaining to assigned specially funded program.
- Selects, trains, supervises, and evaluates assigned program staff.

2011-01 -
2012-07

Senior Internal Auditor

Protiviti, Dallas, Texas

- Global business consulting and internal audit firm composed of experts specializing in risk, advisory and transaction services.
- Managed daily program and process operations including administrative oversight of 25 auditors, quarterly and annual evaluations, audit reviews, and investigations of fraudulent activities.
- Coordinated and communicated with project teams, managers, executives and clients.
- Collaborated with companies to adopt top-down, risk-based approach, in accordance with Securities and Exchange Commission's interpretive guidance.
- Planned cost-effective compliance process for implementation.
- Complied with Sarbanes-Oxley Act and GAAP principles to maintain complete transparency.
- Analyzed and planned special projects, processed financial transactions and responded to data requests from other auditors, departments and governmental agencies.
- Presented audit results to management teams, delivering information in non-technical terms for easy understanding.
- Plan, Identify, and test controls; present findings and recommend actions to management.
- Responsible for helping clients identify, prioritize and manage their risks to enhance organizational performance and business value.
- Participated in special investigations and reviews including fraud, bankruptcy, employee and vendor misconduct.

2007-01 -
2011-01

Senior Claims Delegated Oversight Manager

MD Care HealthPlan, Signal Hill, California

- Medicare Advantage plan, with 250+ employees provides Medicare health insurance products to 26,000 Californians.

- Managed and evaluated and promoted compliance issues involving contractual, regulatory and legislative requirements for Medicare.
- Served as key liaison to staff, users, executives and program contacts.
- Developed and oversaw compliance of health plan with CMS and DMHC for oversight of medical groups.
- Additionally, created performed medical chart review audits, coding audits and claims payments and charges.
- Performed external Claims Audits on 49 delegated medical groups to ensure compliance with federal and state laws and regulations.
- Partners with medical groups to ensure documentation under review is received
- Provided leadership to in creating PNP's, workflows and oversight processes and procedures for health plan and medical groups.
- Managed oversight process to ensure compliance with CMS, DHS, and DMHC.
- Organized and facilitated workshops to sharpen staff expertise in development of curriculum and extended learning programs.
- Investigated patterns of or determined if unfair payment practices were present.
- Conducted educational and informational workshops and in-services for medical groups.

Professional Development

Vice-President of Mentorship -Southern University-Los Angeles Chapter

Vice President of Membership-Internal Audit Institute (IIA)- Los Angeles Chapter

Student Advocate- It Takes A Village Foundation