

Didarul Tamim

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EDUCATION & CERTIFICATION

California State University, Los Angeles

Bachelor of Science in Public Health (Community Health Concentration)

May 2019

Los Angeles, CA

- Honor of Cum Laude
- CSULA GPA of 3.6
- Dean's List 2018
- **Certification : CompTIA A+**

SKILLS

- Windows 10 | Web and tech savvy
- Proficient at Microsoft office Suite
- Bilingual in Bangla and English

WORK EXPERIENCE

Los Angeles County Registrar-Recorder/County Clerk (Via Good People Inc.) February 2020 – March 2020

Field Service Technician

Los Angeles, CA

- Perform Help Support Tier 1 on BMD Voting machine and E-poll books
- Install and Setup BMD voting machine and E-poll books
- Troubleshoot, fix and create ticket for BMD Voting machine and E-poll books
- Provide Customer service

APLA Health

January 2019 – June 2019

Case Manager Intern –Care Coordination Services

Los Angeles, CA

- Intake coordinator/General case manager and provided support to specialized case managers such as housing
- Clientline face to face/telephone case management of clients
- Processing paperwork for client eligibility/referrals/linkages for services
- Data Entry for Case Management in database/ Review of data
- Generate authorizations for referral requests as directed and utilize appropriate use of health plans resources to obtain services for clients
- Cold calling clients who's registration is about to be expired
- Training new interns or volunteers for APLA Health
- Educate/assist clients to register services within APLA Health

Santa Monica College

September 2013 – June 2014

Proctor

Santa Monica, CA

- Proctor, Clerical Duty, & Customer Service
- Greeted visitors and assisted them with enrollment

VOLUNTEER EXPERIENCE

Hollywood Presbyterian Medical Center

September 2015 – March 2016

Volunteer

Los Angeles, CA

- Patient Care, Clerical Duty & Customer Service