

# Anne Nham

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## EDUCATION:

**California State University of East Bay** | Hayward, CA

June 2018

Bachelor of Arts in Sociology

**Bay Area Medical Academy** | San Jose, CA

April 2019

Phlebotomy Technician Course Certification of Completion

## CERTIFICATION & LICENSES:

*California Department of Public Health, Certified Phlebotomy Technician (CPT 02023317)*

*American Heart Association, BLS for Healthcare Providers (CPR & AED)*

## EXPERIENCE:

**Kaiser Permanente, Walnut Creek, CA**

Sep 2019 – Present

### **Medicare Sales Specialist**

- Translate and present Medicare and Kaiser Permanente information in Chinese for non-English speaking members
- Facilitate purchaser seminars and presentations for Medicare products offered by Kaiser Permanente
- Assist enrollment activities by transporting enrollment materials and promotional items
- Collaborate with sales executive to ensure seminars and community events are a success
- Effectively enroll members and non-members to Senior Advantage using enrollment forms and iPads
- Track all open enrollment activities and ensuring all activities meet organizational initiatives
- Assess individual customer's needs, consult and assist with enrolling potential customers
- Identify purchaser trends and have strategic debriefs on how to improve Medicare sales presentations
- Lead multiple KP health plan booth to promote KP products and answer any health plan related questions
- Provide excellent customer service to all potential customers before and after all Medicare seminars
- Develop reports using MTSS (Multi-Tiered System of Support)/ BC4 and collected information from each attendee
- Manage sales pipeline and provide weekly/monthly update to leadership
- Assisting in projects such as researching information, summarizing data, evaluating alternatives and preparing reports
- Monitor, track and process all Kaiser Permanente Senior Advantage Medicare enrollment paperwork
- Coordinate and collaborate with internal teams to manage overall project timelines, schedules and project workflows
- Development and communication with the Sales executive of the product guideline, with focus on providing a consistent and intuitive experience across collateral
- Perform all related duties as assigned by sales executive and management team

**ProVen Management, Inc, Oakland, CA**

May 2019- Sep 2019

### **Estimating Outreach Coordinator**

- Answered and screened all phone calls to triage to the appropriate department
- Managed all incoming and outgoing deliveries by opening and sorting mail
- Provided administrative and clerical support to accounts payable, contract administrator, and the chief estimator
- Responsibilities include scheduling meetings, maintaining filing systems, ordering and stocking office supplies
- Lead assigned projects and coordinate all project logistics from inception to completion
- In charge of updating and proofreading construction contract bidding proposals and ensuring it meet deadlines
- Assisted with research on existing as well as upcoming projects within the Estimating department
- Format and printed appropriate documents to prepare for contract bidding meeting (Plans, Specifications, Agenda)
- Made phone calls to plan holders and subcontractors to confirm bidding participation
- Assisted management team and other department with any assignments as needed

**SF Department of Public Health: Chinatown Public Health Center**

March 2019- May 2019

### **Phlebotomist Intern**

- Performed computer data entry, filing, telephone communication, and other clerical duties
- Handled over 35 patients a day, successful completed 197 unassisted venipunctures
- Drew blood from patient to obtain the correct amount and type of specimen
- Verified lab tests from the computer and checking the Order Monitor Log using eClinical Work System
- Received and deliver specimens to the various sections of the Lab
- Prepared and collect requested specimen for analysis
- Ensured all specimens are properly labeled and documented to maintain specimen quality
- Utilized the appropriate procedure, technique and material for each test ordered
- Ensured all laboratory forms are completed correctly and patients are properly identified
- Maintained the cleanliness of storage areas, trays, centrifuges, refrigerators, freezers and work areas.
- Assisted Pathology with clerical duties such as checking inventory, ordering supplies, mail pick up/ delivery, faxing, and answering the phone.

**Sushi House, Oakland, CA**

Jan 2013- Dec 2018

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## **Cashier/Host/Waitress**

- Greet incoming and departing patrons
- Utilized a multi-phone line system to handle a large volume of calls for orders and direct calls to appropriate personnel
- Demonstrated high level of customer service by anticipating and accommodating guest needs
- Assisted managers with various administrative duties such as money collection, reservations scheduling, inventory checks, and data recording
- Processed transactions according to restaurant policies and procedures
- Reviewed customer complaint and escalations to management team to identify and resolve
- Provided helpful information and resolving any issues to ensure patrons have a memorable dining experience

## **SKILLS:**

Microsoft Word, PowerPoint, Excel, Outlook, OneLink and expert Internet skills, Advanced level Cantonese and conversation level Mandarin