904-356-3517 | amerlam12@gmail.com

AMER M. LAM

PROFESSIONAL SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading, and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring, and morale-building abilities to enhance employee engagement and boost performance.

SKILLS

- Statistical analysis
- Public speaking
- Information gathering
- Budgeting
- Account Reconciliation
- Data Analysis
- Microsoft Excel
- Research
- Reporting
- Schedule Coordination
- Stakeholder management
- Operations Management
- Epic super user
- Conflict Resolution
- Forecasting and Planning
- Workflow Analysis
- Project Management
- Customer service
- New Hire onboarding
- Cross-Functional collaboration
- Data Management
- Program evaluation
- Process improvement
- Azure
- Strategic planning
- Data analysis
- Microsoft Office Suite
- Data Mapping
- Training and Development
- Tableau
- SQL

WORK HISTORY

DELIVERY MANAGER 06/2022 to Current
Mayo Clinic, Jacksonville , FL

- Monitored customer quality metrics and took proactive steps to implement resolutions and restore acceptable levels.
- Coordinated delivery of contracted solutions at program level and in full accordance with outlined cost, scheduling and quality terms.
- Developed criteria, application instructions, procedural manuals and contracts for federal and state public transportation programs.
- Led sprint reviews and planning meetings to promote full team engagement.
- Assessed each scrum team member's responsibilities and delegated tasks to balance each employee's workload.
- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives.

ASSOCIATE BUSINESS ANALYST 03/2020 to 06/2022

Mayo Clinic, Jacksonville, FL

- Communicated findings and insights to senior management to establish best practices and guide analysis into action and results
- Identified operational efficiency opportunities to support long-term growth plans
- Create user stories
- Identify potential system enhancement needs and introduce best practice options for future state workflows and processes
- Fostered relationships with vendors to promote positive working relationships
- Escalated incidents to next level to remain compliant with company's standards and procedures
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications
- Provide application expertise to the client team and advisory groups to facilitate discussions and decisions
- Developed monthly, end-of-quarter, and other statistical reports for leadership team and quality improvement programs using Calabrio workforce management tool
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.

CLINIC OPERATIONS ASSISTANT SUPERVISOR 02/2017 to 03/2020
Clinic, Sports Medicine, Minneapolis, MN

- Works with Sports Medicine leadership to develop departmental protocols
- Interview and hire staff
- Participates in coaching and development of staff
- Maintains an expert knowledge of the work area and optimizes use of available technology
- Responsible for the supervision and coordination of day-to-day clinic operations
- Addresses patient grievances and service recovery
- Develops an annual professional growth plan for continuing training
- Serves as the administrative liaison to professional sports teams & Sport med department
- Coordinator responds to and resolves a variety of account, billing, and payment questions
- Participate in the planning and execution of application go-live and post-live activities for upgrades and system enhancements
- Perform in-depth analysis and data collection of report details and other technical issues associated with Epic software, CRM software and Imedi data
- Use CRM Software for contact management and client onboarding

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EDUCATION

St. Cloud State University
B.A., Political Sciences and Public Administration, 02/2014

University of Minnesota - Twin Cities, Minneapolis, MN
Data Visualization And Analytics Certificate

Scrum Alliance
Certified ScrumMaster® , 10/2022

Scrum Alliance
Certified Scrum Product Owner, 02/2021