

Strategic Account Manager Strategic Account Manager Strategic Account Manager - eClinicalWorks
Westborough, MA Work Experience Strategic Account Manager eClinicalWorks July 2019 to
Present Facilitate support for customers using eCW's Electronic Health Records and Care
Coordination Medical Record (CCMR) Foster partnerships with customers and ensure they have
an extraordinary level of support to facilitate the achievement of goals within their business as well
as the healthcare industry Quality/ IT, Analyst Intern American College of Emergency Physician
January 2019 to July 2019 Update invoicing process system and work on support operations in
customer invoice creation, delivery and revenue collection. Create operational queries database
functions and how to apply them to develop SQL queries to pull data from a large registry Create
Marketing, newsletter and email campaigns using Microsoft CRM. IT Solutions Project Management
Intern Texas Health Resources July 2018 to January 2019 Imaged computers, learned about
network connections, created budgets for proposed projects. Analyzed and research compliance
on Pulse Oximeter and completed a lean six project Guest Service Representative Fairfield Inn &
Suites by Marriott May 2018 to September 2018 Welcomed guests, provided information on
services provided within the hotel, handed room keys and answered general questions. Checked
in/out 30 guests on average day Desk Assistant The University Texas at Dallas - Dallas, TX May
2017 to June 2018 Desk Assistance Monitored the 5 property on campus with handling issues
with residents including checking out equipment, distributing mail and working along with RLC staff;
in contact with at least 20 residents a day. Technician Trainee Wal-Wart Pharmacy - Plano, TX
March 2016 to December 2016 Technician Trainee Analyze and input 50 or more prescriptions a
day; Dispensed 100 or more medications a day. Trained 5 employees about opening/closing
procedures, customer service and procedure on filling medication Managed inventory of
medication and prepare the orders Customer Service Representative Asad Insurance and Med Mal
Practice Insurance August 2014 to March 2016 Resolved customers' concerns regarding their
policies Reviewed 20 auto and home renewals for customers each month Monitored 200 active
policies within the agency Reviewed and completed 3-4 applications everyday pertaining to
mal-practice insurance Marketing Representative Designed 1,000 mailers each month to attract

customers to our company Launched targeted emails to prospected clients Assisted with events
(2-3 per year) Education B.S in Healthcare Management The University of Texas at Dallas - Dallas,
TX May 2019 Skills Data Entry, Sales, Account Management, Cold Calling, MS Office Links
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