

Project Manager Project Manager Charlotte, NC Enthusiastic project manager with 2 years experience reviewing patient clinical and financial information in healthcare organizations. Strengths in client support, stakeholder communication, and documentation standards. Background in communicating with healthcare clients and leading business wide upgrades to newest server and desktop software. Authorized to work in the US for any employer Work Experience Project Manager Bolder Outreach Solutions - Charlotte, NC July 2016 to Present Reviewed Epic work queues to respond to tickets placed on accounts related to insurance discrepancies and correct issues to provide lag free service Analyzed productivity reports for each patient advocate, review areas of concern, and support each advocate with appropriate corrections to high target value of 40 accounts a day Documented procedures done on each patient account in Epic, while complying with HIPAA protocol Coordinated with regional managers on account discrepancies; review accounts based on clinical and financial data, update all accounts for correct claims submission, and send updated reports to all appropriate parties IT Support Specialist AJ Computer Repair Services - Charlotte, NC September 2014 to December 2016 Led upgrade implementation and configuration of various account management software, while keeping original functionality Responded to all client inquiries via email and phone to resolve basic technical problems with desktop computing equipment via remote access Determined patterns of recurring issues related to client proprietary software and use problem solving skills to resolve with rapid response Maintained inventory of all spare equipment, HDD/SSD, memory, power supplies, and other computer peripherals Assisted with server upgrades to Windows 2008 R2 for clients small business and provided cross training on updated systems and improving computer literacy for staff Education Master's in Health informatics USF Tampa August 2017 to December 2019 Bachelor of Science in Public Health University of North Carolina at Charlotte - Charlotte, NC 2012 to 2015 Associates of Arts State College of Florida - Bradenton, FL 2007 to 2011 Skills Customer Service (4 years), Microsoft Office (6 years), Supervisor (1 year), Google Docs (4 years), Medical Terminology (4 years), Medicaid (2 years), Data Entry (3 years), Database Management (2 years), Relationship Building (2 years), Communications (5 years), Team Leader (2 years), Organizational Skills (5 years), Detail Orientated

(4 years), Epic (2 years), Microsoft access (2 years), Data Analysis (2 years), Spanish Speaker (10+ years), Client Relations (2 years), Troubleshooting (2 years), Customer Support (2 years), Microsoft Windows (2 years)

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