

Client Services Manager Client Services Manager Senior Analyst Dearborn, MI Work Experience

Client Services Manager Centria Healthcare - Autism Services - Farmington Hills, MI January 2016 to June 2019 Develop and take on projects to improve client service and satisfaction Develop and take on projects to improve employee performance, retention, and satisfaction. Develop quality initiatives that will improve referral source satisfaction as measured through number of referrals and subjective survey methods. Maintain knowledge of different programs and certifications Senior Operations Analyst (Contract) Henry Ford Health System - Detroit, MI February 2018 to March 2018 Participate in formulating company policies and procedures as well as facilitating the development of goals and objectives. Project management process ownership in order to recommend and implement process changes to increase project and division performance. Manage project teams and ensure that project resources are utilized in an effective and efficient manner. Lead in planning projects, including requirements, design, construction, testing, acceptance, implementation and post-implementation review of project deliverables. Accountable for strategic activities within the department, oversee forecasting and planning metrics in order to support Client Services and ensure adequate staffing levels necessary to maintain member satisfaction. Applied Behavioral Analysis Technician Centria Healthcare - Novi, MI January 2017 to November 2017 Provided ABA therapy for children on the Autism Spectrum Responsible for charting and collecting data on the improvement or lack thereof in the abilities of the child. Kept records of referred positive reinforcements for the child. IT Security Analyst (Internship) Beaumont Health - Troy, MI September 2016 to December 2016 Delivered Identity and Access Management infrastructure service solutions Engaged with users to understand their concerns throughout the migration and integration process, helped to solve information systems challenges Developed security standards and best practices for the organization Recertification Specialist Refugee Recertification Center - Southfield, MI September 2015 to July 2016 Provided case management including assessment, testing, counseling, and follow up with clients Engaged in job development and assisted in job placement for refugees and immigrants Health IT Analyst/QA Analyst (Internship) Western Wayne Family Health Centers - Inkster, MI January 2016 to April 2016 Accessed clinical

data and create reports using Greenway Health Record program    Assisted to ensure policies and procedures are updated to include regulatory changes    Engaged with users and developers to support the requirements gathering and analysis phases of the multiple projects Medical Case Manager U.S. Committee for Refugees and Immigrants - Dearborn, MI June 2012 to September 2015    Preventative Health Liaison for refugees and immigrants in the State of Michigan, this included: coordinating and scheduling tests and procedures, and monitoring patient's treatment plan

Performed case management and care coordination for patients with high risk conditions assuring continuity of care and coordination of services Health IT Analyst (Internship) Wayne County Public Health - Romulus, MI January 2015 to March 2015    Assisted in setting up and launching electronic medical records using eClinicalWorks program    Engaged with physicians and clinicians by providing support, troubleshooting and information system    Improvements    Provided documentation support for requirements review, analysis, and development life cycle    Formulated plan outlining steps required to develop program, using various methodologies    Social Work Experience Medicaid Specialist Wayne County Public Health - Romulus, MI January 2011 to May 2011    Completed Medicaid applications for qualified clients for MOMS, MIChild, and Healthy Kids Programs    Advocated for patient coverage with local and state Medicaid offices Education Masters of Science in Health Information Technology University of Michigan - Dearborn, MI 2016 Bachelors of Social Work in Social Work Wayne State University - Detroit, MI 2012 Skills ACTIVE DIRECTORY (Less than 1 year), CODING (Less than 1 year), DATA MODELING (Less than 1 year), DATABASE (Less than 1 year), EHR (Less than 1 year) Additional Information TECHNOLOGIES AND SOFTWARES Database Applications: Epic    CareTech Remedy    Active Directory    Identity Manager-FIM    OpenScape Contact Center    Greenway EHR    EClinicalWorks    Oracle    SQL    SPSS    SKILLS Statistical Analysis Data Modeling ICD-10-CM Coding Microsoft Office (Access, Excel, PowerPoint) Fluent in reading, writing and speaking English and Arabic

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