

Yassah Reed

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Experience

Galileo Medical

Remote-New York, New York

Complex Care Coordinator

October 2023 – Present

- Enhanced workflow efficiency by improving billing processes, data tracking, and phone triage systems through collaboration with the PIT Crew(Process Improvement) to implement targeted solutions.
- Worked on workflow to increase phone triage efficiency and reduced response time by coordinating with cross-functional teams to identify key issues and develop targeted solutions.
- Improved patient outcomes by achieving an 80% enhancement through facilitating access to resources and coordinating interdisciplinary care efforts.

Virtual Support

June 2022– October 2023

- Streamlined vendor implementation process by successfully delivering the project on time and within scope through creating workflows, coordinating meetings, and training 10+ team members.
- Improved patient scheduling efficiency by increasing cadence adherence by 30% through organizing and managing logistics for 300+ patients.
- Enhanced patient care by achieving a 95% task completion rate within SLA through prioritizing and executing administrative and clinical tasks.
- Increased operational accuracy by updating 20+ SOPs to align with new protocols and system implementations.
- Improved compliance rates by reducing SOP non-adherence by 30% through escalating issues and driving change management initiatives.

Virtual Support Project Lead

February 2022 – June 2022

- Ensured successful product launches by planning and managing UAT for multiple user groups, achieving a 90% issue resolution rate before deployment.
- Designed and delivered product training materials for cross functional users, improving product adoption by 25%.
- Synthesized feedback from stakeholders to inform product improvements, resulting in a 15% increase in user satisfaction

Leadership and Activities

Galileo Medical

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Diversity Chair Co-Chair

March 2021 – December 2022

- Fostered inclusive dialogue by moderating discussions on race, gender, and identity, reaching 300+ employees and improving cultural competency scores by 20%.
- Led the inaugural Diversity and Inclusion Council, creating a DEI Roadmap and training programs tailored to 3 company sectors.

Education

University of North Carolina, Charlotte
Kinesiology, Biology Minor • GPA: 3.9

Charlotte, NC
May 2020

Certifications

Foundations of Project Management Certification | December 2022
Project Initiation: Starting a Successful Project Certification | January 2023
Project Planning: Putting It All Together Certification | February 2023
Project Execution: Running the Project Certification | March 2023