

DWAINIA CUNNINGHAM

4011 Bear Brook Drive, Lancaster, TX 75146, Phone: 682-478-8995, E-mail: dwainiacunningham@gmail.com

To secure a job as a Healthcare Manager in a customer service oriented organization where I can get an opportunity to make my career in the healthcare industry as well as develop skills in health consulting, patients care. and programs. I have a degreed science and healthcare management education and leadership and technical skills to help me meet the demands of a successful Healthcare Manager.

SUMMARY

Consultant with 10+ years in a legal industry

Identifies process improvements and efficiency to reduce case denials, and reduce the percentage of error

Efficient in performing administrative and clerical/business office functions

Competent in completing deadline, keeping track of activities, and targets under minimum supervision

Accomplishes annual merit raises and senior level responsibilities for team leadership, strong attention to details,

Exemplary customer service to clients and team members and interpersonal skills

Establish and maintain relationship with vendors, team members, stakeholders

Proficient with billing invoices, compliance, account management

Familiarly with guidelines and regulations associated in a laboratory and hospital or healthcare

Communicate with clients friendly and sympathetic manner

Ability to work independently or in a diverse team setting

Acute attention to details/maintain knowledge of organizations policies, procedures, and practices.

SKILLS

- Mathematical and analytical thinking
- Training and development
- Case management and account management
- Microsoft Word: Excel, Powerpoint
- Windows XP, Sharepoint,
- Outlook, Slack, WebEx
- Team leadership
- Planning and Organizing
- Writing and Verbal communication
- Problem Solving
- Clinical Research
- Event Planning

WORK EXPERIENCE

Fragomen, DelRey, Bernsen & Loewy, LLP - Addison, TX

Sr Business Immigration Consultant - 06/2018-present

- Serve as a liaison between corporate customers, 3rd party vendors, and government agencies.
- Handle multiple cases and manage workflow while meeting deadlines.
- Accountable for setting expectations with customers.
- Report to customers on status updates and recommend program improvements.

CPG Law Group - Oakland, CA

Senior Paralegal - 04/2018 - 06/2018

- Served as a Remote Team Lead and oversaw the task of 5 remote team members.
- Ensured timely and efficient operations to meet service level agreements.
- Coordinated team meetings including scheduling, preparing agenda, producing documents.
- Provided reports to customers on status updates and recommended program improvements.

Berry, Appleman & Leiden, LLP - Richardson, TX

Lead Paralegal - 05/2014 - 03/2018

- Achieved a 98% success rating of case approvals
- Served as a point of contact for escalations (emails, calls, meetings) case processes when manager unavailable.
- Coordinated team meetings including scheduling, preparing agenda, producing documents.
- Interviewed and assisted with the recruitment of potential new hires.
- Trained, delegated, and oversaw the assignments/workflow of team members.

Fragomen, DelRey, Bernsen & Loewy, Addison, TX

Senior Paralegal 09/2000 - 05/2014

Univ. of AR Medical Sciences/VA Hospital - Little Rock, AR

Clinical Research Technologist - 06/1999 - 07/2000

EDUCATION

Dallas Baptist University - Masters of Arts -Healthcare Management

Henderson State University -Bachelors of Science - Biology