

Fadi Albakri M.B.A

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WORK EXPERIENCE:

PFG. Ventures, Proforma, Tampa, FL
Jr. Developer

February 2024-Present

- Develop, maintain and enhance enterprise web applications and interfaces
- Perform basic web application software design based on requirements defined by functional areas around the campus.
- Work with Senior Web Developers and other Web application team members to solve complex application problems and development challenges.
- Consult with clients to gather information about needs, objectives, functions, performance expectations and input and output requirements.
- Review, analyze and understand functional requirements and functional specifications documents to determine whether all required elements are included and if not, request that clients revise specifications by adding missing elements.
- Identify and propose technical alternatives to solving client requests and system problems and recommend the best alternative by weighing client requirements, functionality, performance, time to implement, long-term maintainability, extensibility and customer self-sufficiency.
- Create written documentation and diagrams as required and/or requested, which are clear and can be understood by colleagues and manager. Documentation may include technical specifications, technical alternatives, structure charts, data flow diagrams, etc. for both new programs and for modifications to existing programs.
- Use programming languages, software development methods, “best practice” programming techniques and department standards guides to code new software programs and to modify existing software programs to meet user requirements, to function efficiently and effectively and to comply with departmental standards.
- Unit test and debug code prior to delivery to client.
- Follow department standards to document program logic and modifications in program comments and in request tracking system(s).
- Design and develop relational databases, data flows and data interfaces for web applications
- Develop job to migrate data from web applications to other systems as required.
- Serve as a technical resource for Web Application Development.
- Maintain proficiency in current web development platforms, languages and opportunities. Maintain proficiency in integration methods required to link web applications to other systems.
- Provide training to other members of the team in web technology as directed.
- Provide production support and on-call support including problem analysis and resolution, including during and after work hours.
- Collaborate with various groups (clients, help desk, technical infrastructure staff) to identify and resolve application issues.
- Monitor and update issue logs with status and resolution information per project standards, department standards, and/or as requested.

PFG. Ventures, Proforma, Tampa, FL
Quality Assurance Analyst

July 2023-February 2024

- Reviews design specifications to understand the scope, requirements, and function of the software product.
- Identifies appropriate parameters, functions, and data to test and validate; parameters may include general function, validity of results, accuracy, reliability, and compliance with industry standards.
- Conducts testing to ensure products perform according to user requirements and within established guidelines.
- Identifies, logs, and recreates error codes, bugs, and defects.
- When a product does not perform within specifications, reports defects to programmers while identifying and recommending solutions, improvements, and updates.
- Performs other duties as assigned.

Excite Health Partners, Tampa, FL

March 2022-July 2023

Senior Professional Recruiter

- Responsible for implementing and maintaining compliance with all State, Federal, Company, and The Joint Commission standards for healthcare staffing as pertaining to recruiter responsibilities.
- Assist fellow recruiters with any guidance when it comes to ensuring they are as successful to become the next senior nursing recruiter
- Responsible for initial screening of applicants and submission to the verification process and subsequent submission to contracted client posted positions.
- Responsible for maintaining supportive and open relationships with placed external employees.
- Demonstrates good judgment in the selection process of new external field staff members using appropriate initial interview and reference verification techniques.
- Strives to meet and outperform weekly recruiter goals to continue the overall growth of the recruiter and Excite Health Partners as an organization
- Maintains a current awareness of the abilities and limitations of each external employee.
- Send out the Weekly Recap of Nursing Division Sales on Friday, by assistant the VP of Nursing Operations

Excite Health Partners, Tampa, FL

October 2021-March 2022

Professional Recruiter

- Responsible for implementing and maintaining compliance with all State, Federal, Company, and The Joint Commission standards for healthcare staffing as pertaining to recruiter responsibilities.
- Responsible for initial screening of applicants and submission to the verification process and subsequent submission to contracted client posted positions.
- Responsible for maintaining supportive and open relationships with placed external employees.
- Demonstrates good judgment in the selection process of new external field staff members using appropriate initial interview and reference verification techniques.
- Strives to meet and outperform weekly recruiter goals to continue the overall growth of the recruiter and Excite Health Partners as an organization
- Maintains a current awareness of the abilities and limitations of each external employee.
- Consistently counsels external employees as indicated, be performance or attitude; documents according to prescribed procedures and maintains an objective relationship with the staff.
- Assist in provision of orientation for newly hired recruiters as directed by the Director of Sales.
- Consistently demonstrates a timely and dependable attitude in all aspects of work assignments; meets deadlines for assigned projects.

Florida Orthopaedic Institute, Brandon and Sun City, Florida

October 2019 - October 2021

Therapy Patient Services Supervisor

- Recruit, train, counsel, evaluate and monitor daily production of the department
- Supervise day-to-day performance and productivity of front desk staff including completion of work assignments, punctuality, attendance, and compliance with policies and procedures
- Monitor and stock inventory of key office supplies to support front desk operations
- Ensure front desk staff understands the procedures for opening and closing of the office
- Maintain guest relations and assure that all contacts are handled in a prompt, efficient, courteous, and caring manner
- Establish that communication, cooperation and assistance are given in a clear and courteous manner to all patients, visitors, staff, physicians, and the general public

Florida Orthopaedic Institute, Tampa, Florida

July 2019 - October 2019

Therapy Front Desk Lead

- Participated in the monthly staff meetings, providing insight into any problems existing in customer service, scheduling, check in/out or any outstanding front desk issues
- Monitored front desk customer service; ensured all front desk staff acted and performed their in jobs with professionalism and courtesy any time they were in audible or visible view of patients
- Assisted the Patient Services FD Supervisor in maintaining positive and constructive communication with the therapy staff
- Provided patient counseling regarding billing issues, directing them to the appropriate person when necessary

Florida Orthopaedic Institute, Tampa, Florida

December 2017 - July 2019

Therapy Front Desk Representative

- Greeted, escorted, and answered phone systems, handled and/or directed calls to appropriate areas, and placed calls as requested by the supervisor.
- Used excellent guest relations skills in all interactions with patients, visitors and staff
- Requested, prepared and ensured the completeness of the patient medical record and therapist orders
- Validated patient demographics, insurance, pre-certification; accurately managed copay collections; prepared accurate billing documents utilizing knowledge of ICD-10; obtained signatures; processed hold bills

- Managed Patient check-in, check-out, batching, scheduling, bumping, cancelling, and no-showing appointments

Florida Neurovascular Institute, Tampa, Florida

May 2011 - September 2017

Front Desk Assistant/ Medical Records Specialist

- Managed the receptionist area, including greeting patients and responding to telephone and in-person requests for information regarding patients
- Organized files, developed spreadsheets, faxed medical record reports, and scanned forms
- Assisted patients into their designated patient rooms with verifying medication

EDUCATION

Saint Leo University, St. Leo, Florida

Masters of Business Administration in Healthcare Management, GPA 3.667

Samford University, Birmingham, Alabama

Bachelor of Arts in Psychology, GPA 3.0

AFFILIATIONS

- Omega Nu Lambda Honor Society - Iota Chapter (St. Leo University)