

Shequita Renee' Blash

521 Eagle Drive
Dallas, Texas 75217
469-537-5503
sblash30@gmail.com

Professional Summary: Motivated master level Forensic Psychologist with extensive knowledge and a wide range of experience seeking an opportunity to begin a professional career by helping others within an organization in which knowledge and expertise can be utilized.

Qualifications & Skills:

- Compassionate with a strong desire and committed to helping to make a positive impact on individuals served
- Profound knowledge of psychological disorders identified within the DSM-5 and the implementation of treatment for diagnosed conditions
- Keen understanding of the administration, collection, analysis, scoring, and reporting of results associated with psychological assessments and psychometric testing guided by statistical analysis software
- Knowledgeable and experienced in conflict resolution and negotiation, Research, Case Management, Organizational Management, Crisis Intervention, and Recruitment and Retention
- Proficient in Microsoft Office Suite and call center applications such as SharePoint, Nextgen, Fieldglass, BlueStar, Form Central, Siebel, Avionte, and Mainframe
- Confident and poised interacting with individuals of all ages, backgrounds, and conditions
- Competent in making ethical decisions
- Detailed oriented and work well under pressure

Education:

Walden University: Doctoral of Philosophy, Anticipated graduation date January 2024
Major: Forensic Psychology

Walden University: Master of Science, 2011
Major: Forensic Psychology

Macon State College: Bachelor of Science, 2010
Major: Public Service

Professional Experience:

Grace Compassion Senior Living, Desoto, Texas
House Manager, May 2019- Current

- Provide personal care as a live-in to residents
- Cook
- Clean
- Administer medications

- Monitor residents
- Document resident's daily activities

Kelly Services/Blue Cross Blue Shield, Richardson, Texas

Clinical Account Coordinator , September 2018-December 2018

- Analyze the complex business problems being addressed by product, member, provider, regulatory and enterprise strategies, and new business cases and developing solutions for clients
- Analyze complex business problems and issues using data from internal and external sources to provide insight to decision-makers
- Define client needs, determines a strategy and develops a plan/proposal for the delivery of the project
- Provide consultation to clients and lead cross-functional teams to address business issues
- Directly produce datasets and reports for analysis using system reporting tools
- Develop business cases and related financial literacy to support cases, and ability to write business cases demonstrating future direction for leveraging information in the member, provider, product, and regulatory domains
- Gather and document business requirements in support of information-related strategies
- Equate business outcomes with cost benefit analysis and tangible metrics to support

Kelly Services/Allstate Insurance Company, Irving TX

Property and Auto Claim Processor, April 2017- February 2018

- Maintained 99% accuracy rate of processing of assigned claims
- Request and verify legal documents via email or e-fax
- Prepare claim forms and paperwork for Pilot's (Inside adjuster's) review
- Cancel and reissue EFT, FMEP, and system issued checks
- Heavy communication with customers and agents via Outlook email/ phone in a professional manner
- Verify and update claimant contact information in Mainframe and Nextgen
- Notate file history in SharePoint and Nextgen software
- One-on-one personal training with job aids
- Update immediate supervisor or management on the progress of the processor

Iqor, Richardson, Texas

Call Center Agent, September 2015-January 2017

- Maintained a 95% customer resolution/ productivity rate
- Resolve the customer's problem with first call resolution
- Negotiated Sales
- Data entry and document systems per customer requirements
- Utilization of multiple computer applications with client systems

LifeNet, Dallas, Texas

Clinical Case Manager, December 2014-March 2015

- Successfully managed and maintained 100% of assigned caseload of clients that

- successfully completed program
- Conducted one-on-one coaching and home visitations with assigned clients
- Conducted interviews and intake assessments on incoming clients
- Communicated effectively with clients and property management by conducting group, job coaching and housing meetings

Partnership Employment/Federal Reserve Bank, Dallas, Texas

Call Center Agent, March 2011-December 2014

- Resolve the customer's problem with first call resolution
- Provide excellent customer service
- Data entry and document systems per customer requirements
- Utilization of multiple computer applications with client systems
- Assisted with the training of other agents with side jacking
- Monitoring agents and providing feedback via one-on-one

Abacus Staffing, McDonough, Georgia

Recruitment-Retention Coach, May 2010-September 2011

- Maintained a 98% retention rate of assigned employees and employers
- Recruited youth and employees for participation in federal summer work program
- Placement of youth within assigned work location and assigned region
- Acted as a liaison and mediator between youth and employers
- Conducted worksite visitations
- Completed and processed payroll for assigned caseload
- Maintained detailed reports of employee work performance
- Educated and enforced policies and guidelines to employees

Bibb County District Attorney's Office, Macon, Georgia

Victim-Witness Advocate Intern, January 2009-January 2010

- Maintained case files of clients
- Educated clients of their rights as a victim of crime
- Conducted interviews of clients and assisted with the preparation of testimony
- Provided notification of defendant status to victims
- Performed administrative duties

Professional References:

Juanita McBeth

Kelly Services- Lead Supervisor 469 307-4459

Yves-Laurent Khoury

BCBS-Manager Divisional Project Manager of Enterprise National Accounts 972-766-1671

Yves-Laurent_Khoury@bcbstc.com

Keith McFadden

Phoenix House-Supervisor 214-815-9467