**Ayanna Darlington**

[ayannadarlington@yahoo.com](mailto:ayannadarlington@yahoo.com) • 404-797-2826

**BACKGROUND**

Four years of HIPAA compliance experience to include requests for release of information fulfillment, staff training, status updates, customer knowledge sharing and compliance process navigation.

|  |  |
| --- | --- |
| **EDUCATION**  **Howard University, School of Communications**  Bachelor of Arts, Media, TV and Film, **Cum Laude**  Minor: Electronic Studio Art | **CERTIFICATIONS**  HIPAA  Cybersecurity (in progress – Nov 2023)  Notary Public |

**SKILLS SUMMARY**

HIPAA compliant sensitive data handling Client and customer relationship management

Cybersecurity standards for PHI 3rd party vendor management

**WORK EXPERIENCE**

**ChartPro,** Atlanta, GA

Release of Information (ROI) Supervisor September 2021- Present

* Oversight for team of ROI specialists who fulfill medical records and document requests for multiple healthcare facilities and providers via phone, email or application based online portal messaging.
* Ensure cybersecurity and HIPAA compliance training of new and existing employees by either directly training or delegating training tasks.
* Fulfillment of critical ROI requests via phone, email or application based online portal messaging.
* Complete client and 3rd party audit requests for validation of healthcare services provided.
* Certify and notarize legal case requests and subpoenas.
* Provide client support as primary contact for multiple healthcare providers, medical centers and their patients.
* Manage 3rd party vendor relationships for contracted office support services.

Release of Information (ROI) Specialist August 2019 – September 2021

* Manage intake and fulfillment of patient and client ROI requests and inquiries for medical records and documents via multiple application based online portals, inbound phone calls and emails.
* Fulfill requests according to company policy, cybersecurity standards and HIPAA guidelines.
* Complete 3rd party audit requests for validation of healthcare services provided.
* Resolve client and patient concerns via phone, email, or application based online portal messaging.
* Certify and notarize legal case requests and subpoenas.

**TTI Floor Care – Manufacturer of Hoover, VAX, Dirt Devil, ORECK,** Alpharetta, GA Aug 2017 – Sept 2020

Video/Content Editor

* Manage intake of client requests for content and capture scope, requirements, and delivery date expectations.
* Work with client to review content, capture revision requests and gain acceptance for final delivery.
* Edit videos and photos according to requirements following company guidelines for training content developed on the Intrepid Cloud Based Learning Management System using **Adobe Premiere, Photoshop,** and **Media Encoder.**
* Write and proofread copy to describe learning panels, tasks and goals that were on target and consistent with learning module objective and push error free content to the learning management system.
* Create surveys and quizzes for learning modules and push to learning management system.

**KS Mental Health – Forensic Psychology Private Practice**, Brooklyn, NY Sept 2015 – May 2017 Forensic Video and Audio Editor

* Work with client to capture scope and requirements for pulling content from confidential forensic video and audio clips.
* Complied with HIPAA and cybersecurity protocols for sensitive data (HIPAA) and content handling.
* Cut and sequence the clips for use in legal briefs and expert witness testimony presentations for the Kings County (Brooklyn) Family Court according to company guidelines.
* Use **Adobe Audition and Premiere** to blend recorded audio and video clips to align visual cues and testimony with case strategy.