Sabrina Dzouza

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SUMMARY

- Over 35 years experience with client support, Project Management demonstrated analytical skills in managed care, process leadership and administration, strategic planning, and product and program development. Extensive program and project management experience. Proven ability to lead cross-functional teams to achieve results and meet deliveries.
- Strong technical acumen and certified training instructor with extensive knowledge of HIPAA transactions, QMACS, QNXT 4.0&Up, Microsoft Technology systems. Microsoft SQL Administrator Implementation Specialist for all Medical insurance companies Blue Cross Blue Shield, Medicare, and Medicaid. Several years of technical trainer, application trainer/developer, documentation.
- Lead EDI Analyst for Quality Care Solutions, Inc, Americhoice-Ovations, Arizona Foundation Medical Care and State of Arizona division Of Behavioral Health Services in Phoenix. Performed NConiative support for EDI and AS2 protocols. BizTalk Server provides data exchange options including a native engine that provides integrated support for Electronic Data Interchange (EDI) data (including both X12 and EDIFACT, and HIPAA support) and Applicability Statement 2 (AS2) data for EDI over the Internet.
- Results-driven and highly motivated professional with 12+ years' progressively responsible experience in IT Help Desk Management. Proven track record of maintaining, analyzing, and troubleshooting computers and peripherals. Known for finding the root cause to provide permanent resolution of problems.

EDUCATION

BS Bachelor of Science Information Technology   May 2004 – May 2008
ASU   Glendale, Arizona
GPA 3.0

Specialized in Human Interface Design and Computer Networking areas. Contributed to team projects, to create simulated real-world applications. Served as Teaching Assistant for introductory programming class, responsible for assignment grading, class review sessions, and one-on-one student meetings.

EXPERIENCE

Technical Services Manager - Help Desk   Jan18 - Current

Make-A-Wish America

- Project coordinated IT/Office move of 30,000SQ ft office all equipment to new building.
- Managing 62 Chapters across the United States for Make-A-Wish.
- Acted as the main point of contact for the help desk by coordinating tasks and events as required

Skills
Adobe Dreamweaver
Adobe Photoshop
Adobe Flash
Corel Paint Shop Pro
Eclipse IDE
GIMP
MS Office Suite
Swish Max

AJAX
CSS
HTML/XHTML
Java
JavaScript
Perl
PHP
Shell scripting
SQL
XML/XSL
Visual Basic

IBM DB2
MySQL
Oracle

AIX/Linux/UNIX
Windows
Vista/XP

Apache/Tomcat
WebSphere Suite
Formwork CAD & Drafting

- Processed requests to achieve targets
- Oversaw help desk personnel to maintain quality of service provided
- Coordinated end user training on new and existing systems
- Evaluated tickets and administered departmental change management
- Maintained logs of complaints and resolutions
- Provided direct customer care as and when necessary
- Troubleshoot hardware, software and network communication
  - Installed new personal computer systems
  - Managed and maintained tickets and work request queue
  - Provided support to end-users for common applications including MS Office, Windows OS
- Maintained hardware and software inventories
  - Monitored clientside anti-virus software.
- Implementation Samanage Help Desk system for National office as well as 62 chapters across the united states.

CVS Health Senior IT Manager
CVS Heatlh   Oct 2015 – Current

- Managed AS400 fixed-asset plant accounting implementations.
- Developed and refined the software Implementation Methodology.
- Led the Communication Team responsible for software distribution and data transfers between the hundreds of field devices and the centralized work management system.
- Planned and managed the conversion and system test activities for the Engineering Management System.
- Performed Project manager role for strategic, large-scale enterprise customers to ensure project scope and schedule was maintained.
- Provided mentoring and professional growth for direct reports.
- Worked with HR to continually refine job descriptions and recruiting campaigns to maintain and grow the professional
- Partner with associates in other business areas to define business needs and help translate those needs into system requirements
- Develop project documentation, including scope and requirement documents, use cases, test scenarios and test cases
- Prioritize defects and enhancement requests from business partners
- Demonstrate skill with technical communication
- Provide first level support and triage of a Pharmacy Management System
- Create and monitor departmental metrics
- Design and implement cost and staffing models.
- Created project charters, plans and schedules to align goals and expectations among executive sponsors and stakeholders for simultaneous projects. Provided guidance and mentoring to project managers throughout the project life cycle. Drove delivery to ensure project was completed on time, within budget and in accordance with the customer standards.

- Project managed move of onsite datacenter to an offsite collation center managed staff of 10 and two outside vendors for move, installation, configuration.

Conifer Healthcare Solutions/Phoenix Health Plan / PHP IT Manager/Data Center Manager
Phoenix Health Plan   August 2010 – Oct 2015

- Hands-on, dedicated professional with over 15 years of experience in senior IT management.
- Possess strong knowledge of the software development and IT product design lifecycle.
- Recognized for delivering leading edge solutions that consistent meet complex business requirements.
- Adept in building strong relationships with IT staff, customers, vendors and third party contractors.
- Solid understand of application development, computer programming and architecture design.
- Streamlined Information Technology department by separating support tasks, creating new leadership positions and implementing best practices.
- Special expertise in product development, solutions design and strategic marketing.
- Spearheaded initiatives to restructure software product development processes to increase productivity.
- Took on challenge to design enterprise software solution to create real time redundancy between corporate points of sales system database.
- Implemented Avaya IVR, POM system for our customer service center for our claims dept. Managed Telecom Avaya system setup desktop installs for CSR's, Reporting system.
- Responsible for the overall functioning and performance of the projects IT functions
- Delegate activities and tasks to staff and ensure that the responsibilities and expectation of all direct reports are clearly defined and understood.
- Maintain and protect the integrity of corporate data, proprietary information and valuable intellectual property through information security and access management systems
- Managing yearly IT budget for fiscal year end for new equipment, renewals, replacements for servers, routers as well as go-daddy domain web domains.
- Facilitated and drafted Policies procedures for CMS audits for AHCCCS with Clearwater compliance for reports, statistics.
- Yearly SOX Audits internal/external Deloitte Touche and various outside auditing companies.
- Data Center move manage to collation site.
- Manage Help Desk staff for users support, manager programming team for all faucets of system changes, process, and scheduled jobs.

- As project manager, gathered and defined requirements; set direction and provided oversight and guidance for all software development activities for 2 current projects.

Acting Chief IT Officer / Systems Admin Supervisor   September 2005 – March 2010
Maricopa County Library District, Phoenix, AZ

- Planned and monitored the construction of a 30,000 square feet LEED registered project, a collection capacity of 35,000 items, story time room seating for 137 children, WIFI, 68 public computer, Dewey-less bookstore.
- Oversee multiple teams responsible for monitoring and incident management, production systems, applications, and databases
- Focus on providing outstanding service to patrons, staff, vendors,
- Manage a portfolio of smaller IT projects that are not supported by Polaris.
- Improve operational processes and policy & Procedure documentation.
- Improve metrics and use them to quantify teams' effectiveness
- Drive initiatives to reduce manual processes through automation
- Drive staff and organizational development
- Coordinated and facilitated performance improvement programs across the library district to include: assuring continuous quality improvement/redesign IT processes.
- Directed and managed complete Disaster & Recovery, Redundancy process, hardware, software implementation of redundancy site all hardware, software implementation.
- Working with relational database of Polaris and vendors
- Completed migrations of Mesa Library over to Polaris with MCLD with all faucets of the software, network Phone Telephony, Web design.
- Supervise staff of 10 PC / LAN Technicians
- Planned and monitored the construction of a 30,000 square feet LEED registered project, a collection capacity of 35,000 items, story time room seating for 137 children, WIFI, 68 public computer, Dewey-less bookstore.
- Develop staff schedules
- Work with various vendors for servers, PC's, DL-s, Kiosk machines
- Training Employees
- Yearly Evaluations
- Working & maintain relational databases with Polaris and vendors.
- Lan Administrator set and troubleshoot the lan network of all the computers use by   the company. et and troubleshoot the Computers use by the company. Install various software needed.

- Cad Designer Design/check and draw various irrigation related structures base on the design criteria   engineers using AUTOCAD and Microsoft excel. Design/check and draw irrigation canal base on the design criteria provided by the Japanese consultant engineers using AUTOCAD and Microsoft excel. Prepare the cross section, plan and profile of the irrigation canal using AUTOCAD, AUTOCAD LAND DEVELOPMENT, SOFTDESK & AUTODRAW.

Lead Technology EDI Analyst Ovations-GPT – Platform October 2007 – September 2008
Americhoice Phoenix, Arizona

- Worked with various vendors for formatting EDI transmissions, detecting issues related to submissions, worked with industry standard formats Full support for UN/EDIFACT, ANSI X12, Health Level 7 (HL7)
- Work with new clients for implementation and associated EDI setup for inbound/outbound submissions.
- Development and generation of data integrity
- Calls with various clients in several states for EDI submissions
- Raw data lookup and troubleshooting EDI issues
- MS Domain setup, password resets, directory setup
- Advanced Knowledge of 837P and 837I transactions (**997,** 834,835,820,276,277,270,271,NCPDP) worked with CLAREDI
- EDI scripting, HIPAA Compliance, Reporting requirements.
- Telecommunications FTP/SFTP, Data integration.
- Worked with EDI Operations to certify validity of Trading Partner Medicaid X12 HIPAA compliant/worded with Training partners to handle their questions and issues with all applicable HIPAA X12 transactions.

Lead Data Analyst Provider Relations (contract work) April 2007 – October 2007
Schaller Anderson Phoenix, Arizona

- Development and generation of data integrity
- Generation of complex reporting, through Oracle & Access databases
- Updating databases with new data integrity
- Linux operating systems backups
- Novell setup various users & passwords resets, maintain database backups, and maintain database data integrity.

DHS-Quality Management Operations, Programming Analyst February 2006 – Oct 2007
State of Arizona division of Behavioral Health Services Phoenix, Arizona

- Development and generation of data integrity
- Generation of complex reporting, through Oracle & Access databases,
- Updating databases with new data integrity

- Developing detailed reports to Governors office & Senate offices
- Data Analyzing, updating tables, generating analytical reports for review for all phases of infectious diseases, tobacco use, pregnancy, homeless. Working with committee team on EHR project helped determine needs, strategy and plan end to end tasks.

Training & Policy Supervisor   February 2006 – October 2007
State of Arizona AHCCCS Phoenix, Arizona

- Implementation of Policy manuals for FFS & IHS services.
- Data Warehouse report generating and presentation
- Monthly Newsletters to all providers
- Maintains rate codes in AHCCCS system

EDI Analyst / Technical Trainer   February 1995 –
February 2006
Quality Care Solutions, Inc (Trizetto) Phoenix, Arizona

- Certified training instructor working with Biztalk Server, Extensive knowledge of HIPAA transactions, QMACS, QNXT, Microsoft Technology, Amisys systems.
- Native support for EDI and AS2 protocols. BizTalk Server provides data exchange options including a native engine that provides integrated support for Electronic Data Interchange (EDI) data (including both X12 and EDIFACT, and HIPAA support) and Applicability Statement 2 (AS2) data for EDI over the Internet. Advanced Knowledge of 837P and 837I transactions (997, 834,835,820,276,277,270,271,NCPDP worked with CLAREDI**)**
- Very familiar with ICD-9, HCPCS, Taxonomy, ICD9-CM and revenue codes.
- Develop, Implement work manuals, curriculums for training.
- Develop traveling database servers for training.
- Deliver world class training to proactively educate internal and external clients.
- Participate in the development and maintenance of the certification program including train the trainer, consultants including internal & external staff.
- ROBOHELP
- SNAGIT
- SHAREPOINT
- PAINT SHOP PRO
- BIZTALK SERVER
- Trading Partner Management. BizTalk Server provides a common storage database to store and manage all trading partner information. This information is maintained using the BizTalk Server Administration console, with emphasis on monitoring file submissions.
- Technical Analyst
- Responsible for Installation and modification of QMACS, QNXT software for various clients.

- Troubleshooting various QMACS, QNXT modules and processes.
- Wrote various SQL statements for modifications of data, integrity and Implementations, Setup Configuration options, Environment Productions as well as Test Productions.
- Microsoft SQL Administrator Implementation Specialist for all Medical insurance companies Blue Cross Blue Shield, Medicare, Medicaid.

Manager Operations Dept. / Project Manager Imaging Dept.
- Responsible for staff of eight employees and their daily processes for clients.
- Responsible for ensuring accuracy of data imports through QMACS/QNXT software.
- Maintained logs for client results for various reporting.
- Troubleshooting hosted terminal servers and data for various clients.
- Setting up various clients in novel client services with login & passwords
- Trouble shoot various issues with Novell server

EDI Application Specialist
- Responsible for mapping specs for programmers in order to develop QMACS applications for specific clients
- Testing/QA applications prior to release to clients
- Document processes to client services department prior to releasing to clients.

Lead EDI Specialist   January 1992
– February 1995

Arizona Foundation Medical Care   Phoenix, Arizona
- Installed and trained Prism HCFA 1500 software in physician's offices, as well as billing offices.
- Implementation of ANSI X12 to 837 format with new payers. Clear understanding of HIPAA National Standards.
- Troubleshooting client and payer file problems as needed. Receiving incoming calls from clients to track the status of HCFA 1500 and UB92 claims through clearinghouse.
- Strong knowledge of CPT, ICD9, HCPC and Rev Codes. Interacted with programming dept. to help implement system changes as needed.
- Implemented enhancements as needed through Progress software to enhance claims processing and enrollment issues.
- Reported statistical information to management.
- Maintained existing computer software, Windows NT, Windows 95, 98, 2000, Professional 2000. UNIX, Lucent Technology configuration and upgrade servers and workstations. Maintained and supported 100 users with software and hardware issues. Maintained and supported Lucent Technology, Windows passwords reset/create, File directories.