Mai Ha

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WORK EXPERIENCE

Baycare Medical Group   **Clearwater, FL**
Medical Office Representative   *March 2022 - present*

➢ Provide excellent customer services on the phone and in person, handle PHI per HIPPA, and collect payments
➢ Complete administrative tasks and develop process updates for multiple office locations using Phreesia & CERNER
➢ Self manage work assignments and communicate effectively with multiple office managers using Teams & Outlook

SandBay Primary & Urgent Care   **Clearwater, FL**
Program Coordinator   *January 2021 - March 2022*

➢ Designed a data management system for HEDIS quality program on GSheets for a patient panel worth $500k
➢ Created realiable real-time dashboards and monthly reports based on HEDIS quality measures and MRA risk scores
➢ Maintained accuracy on MRA submission per ICD-10 to an MSO/IPA group and a CMS risk adjustment program
➢ Improved company-wide task distribution system and supervised teams to reach 90% completion across measures
➢ Developed innovative solutions while coordinating projects and testing operation based on industry requirements

SandBay Primary & Urgent Care   **Pinellas Park, FL**
Office Assistant   *March 2019 - October 2019*

➢ Developed a data management system using Excel based on HEDIS requirements for a 500+ patient population
➢ Provided a dedicated reporting method for progress using logical operator and analytical tools in Excel
➢ Managed company resources to keep progress schedule and coordinated medical examination events

University of Houston-Downtown   **Houston, TX**
Supplemental Instruction Leader   *August 2017 - December 2018*

➢ Developed lesson plans and led learning sessions to support the education of over 100 students on a weekly basis
➢ Mentored and trained 20 developing leaders on time management, work organization, and professionalism
➢ Awarded "Outstanding S.I. Leader 1st Year"

SKILLS

➢ Knowledge of scripting language R, SQL, Tableau, HTML, CSS
➢ Microsoft Excel and Google Sheets - pivot table and VLOOKUP
➢ Knowledge of web apps and various analysis techniques (data cleaning, modeling, forecasting)
➢ Agile project management (ClickUp - GANTT, Kanban, sprints)

PROJECTS

Prevalent cause(s) of cervical cancer   **Houston, TX**
Researcher   *January 2018 - May 2018*

➢ Prepared a 20-page research paper written using LaTex markup package in R Markdown with detailed bibliography
➢ Utilized several advanced data analysis and modeling techniques to evaluate the causes of cervical cancer
➢ Delivered an HTML presentation using R Markdown to the department chair, board of advisors, and professors

Limited resources teaching R programming at UHD   **Houston, TX**
Survey designer & researcher   *September 2018 - October 2018*

➢ Designed a survey to determine problems and collect suggestions from 30+ students using Google Forms
➢ Interviewed teaching professors to investigate if there were insufficient resources in teaching R programming
➢ Prepared a 20-page feasibility report for the Department of Mathematics and Statistics on possible improvements

CERTIFICATION

➢ Google Data Analytics Professional Certificate - October 2022

EDUCATION

University of Houston-Downtown   **Houston, TX**
Bachelor of Science in Applied Statistics

➢ Awarded "Lena M Chimenti for Outstanding Senior in Statistics 2018-2019" | Dean's List 2018

Houston Community College System   **Houston, TX**
Associate of Science in Business Management