SEFIKA MULALIC

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An organized and strategic leader who strives in building an efficient work environment. Aims for clear communication and capability of efficient teamwork while working in a stressful and time critical environment.

EXPERIENCE

OCT 2021 – CURRENT

TEAM LEAD, NETSMART TECHNOLOGIES

- Manage, assist and build a team of 13 individuals
- Developed an onboarding and training plan that has reduced training from 2-3 months to 1 month
- Managing provisions and user updates in Keycloak, Jaspersoft and the EVV solution itself
- Review team case documentation and metrics, focus on building stronger knowledge by providing 1-on-1 Training
- Decreased level 1 ticket backlog by 30%
- Create and manage problem records and JIRA tickets

MAR 2021 – OCT 2021

SENIOR CLIENT SERVICES REPRESENTATIVE, NETSMART TECHNOLOGIES

- Mentor a team of 6 individuals
- Support in troubleshooting tickets escalate to level 2 support, if needed, escalate to level 3 support
- Lead weekly meetings with payers to ensure client complaints are handled in a timely manner

DEC 2020 – MAR 2021

CLIENT SERVICES REPRESENTATIVE, NETSMART TECHNOLOGIES

- Provide first line of support with providers and caregivers utilizing the solution
- Assist clients with level 1 troubleshooting such as password resets and solution navigation
- Quickly resolve small or easy-to-manage issues

EDUCATION

MAY 2019

BACHELORS OF BIOLOGICAL SCIENCES, UNIVERSITY OF MISSOURI – KANSAS CITY

CERTIFICATIONS

SEPT 2022

SHE CODES WEB DEVELOPMENT (API, GITHUB, BOOTSTRAP, HOSTING)

APRIL 2022

SHE CODES BASICS (HTML, CSS, JAVASCRIPT)

SKILLS

- Highly organized
- Meets every deadline given
- Strong communication and leadership
- Efficient in creating procedures and executing them
- Expert level troubleshooting