

## SHAREIF JONES

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### **EDUCATION**

**Syracuse University**, David B. Falk School of Human Dynamics, Syracuse, New York **05/2019**  
Bachelor of Science in Public Health  
**Syracuse University Madrid**, Madrid, Spain – Spring 2018

**SUNY Empire State College**, Saratoga Springs, New York **01/2024**  
Master of Science in Informational Technology  
Graduate Certificate in Project Management

### **PROFESSIONAL EXPERIENCE**

**Oracle**, New York, NY **04/2023 – 06/2023**  
*Associate Healthcare IT Consultant*

- Meets with clients virtually and in person to gather data and answer clarifying questions.
- Builds Millennium software based on clients' specificities.
- Travels to client sites to implement and troubleshoot software.
- Works with cross functional teams to better support clients.
- Builds relationships with clients as well as providing excellent customer service.

**United Way of New York City**, New York, NY **04/2022 – 04/2023**  
*Senior Associate, IT Project Assistant & Trainer*

- Worked collaboratively with the IT project managers and team to maximize productivity and contributing to the entire project lifecycle.
- Completed any requested administrative tasks, such as research, meeting minutes, and scheduling.
- Trained all new employees on proper use of hardware and software.
- Designed/ produced technical manuals using simple language.
- Coordinated efforts across functionally within teams and with outside consultants.
- Provided regular organization-wide trainings/ workshops on relevant topics as needed.

**United Way of New York City**, New York, NY **05/2021 – 04/2022**  
*Associate Health Navigation Coordinator, Project Manager*

- Communicated regularly with program leadership across cross functional teams to address gaps in service and/or make recommendations for program adjustments.
- Lead nationwide trainings for different software's and programs utilized.
- Attended testing and vaccine events to provide in-person IT support, guidance, and on-the-job training for new staff and volunteers.
- Actively participated and lead meetings with Health Navigators and program managers to ensure coordination across participants.
- Conducted data quality checks on a regular basis to ensure the completeness and timeliness of data reporting
- Collected data and ran reports utilizing different software's (EveryAction, Quantum, Salesforce, MS Project)

**NYC Health & Hospitals**, Queens, NY **06/2020 – 05/2021**  
*Navigation Associate, Administrative Assistant*

- Navigated, utilized, and trained new employees on Epic EMR to register patients and schedule appointments
- Accurately gathered and reported patient demographics
- Administered documents, answered questions, and made sure to disseminate information appropriately
- Problem-solved in a timely manner and escalated issues to other team members as needed
- Provided administrative support where needed

**Primary PartnerCare**, Great Neck, NY **11/2019 – 05/2020**  
*Physician Support Coordinator, Project Manager*

- Maintained updated demographic information of practices in software and database
- Managed multiple projects and highly confidential physician and patient information
- Coordinated meetings and served as a primary contact for office managers' and physicians' questions regarding various payer programs
- Maintained multiple lists in Excel, and tracked communications in various software and apps
- Educated and supported practices on company healthcare software utilized by physicians & staff

**Boys and Girls Club, Syracuse, New York**

**09/2018 – 05/2019**

***Administrative Assistant***

- Provided administrative support: data collection, filing and organizing, reporting
- Assisted as needed on all fund-raising events and programs
- Updated donor database, maintained contact lists, and fundraising Excel spreadsheets
- Maintained the organization's Facebook and Instagram page

**SKILLS AND QUALIFICATIONS**

- MS Office
- Epic EMR
- Leadership
- IT Project Management
- Healthcare Administration
- Computer Software Knowledge
- Computer proficiency

**LEADERSHIP EXPERIENCE**

**Sigma Phi Epsilon, Syracuse, New York**

**09/2016 – 05/2019**

***Bid Committee Member / VP of Recruitment***

- Headed 14-member board that met during the recruitment process to choose potential new members
- Organized and managed recruitment while communicating with 90 brothers
- Member of the executive board and had an impact on decisions made in the fraternity

**Peer-Led Team Learning- *Peer Leader*, Syracuse, New York**

**09/2016 – 12/2016**

- Tutored four freshman biology students once a week
- Engaged with the students outside of the classroom as a resource for unique issues