**SHAREIF JONES**

(718) 810-5457 | shareifjones@gmail.com

**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

Master of Science in Informational Technology **01/2024**

Graduate Certificate in Project Management

**PROFESSIONAL EXPERIENCE**

**Oracle,** New York, NY

***Associate Healthcare IT Consultant* 04/2023 – 06/2023**

* 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

***Senior Associate, IT Project Assistant & Trainer*** **04/2022 – 04/2023**

* 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

***Associate Health Navigation Coordinator, Project Manager* 05/2021 – 04/2022**

* 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, Quanum, 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