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| Siahmoy Majid  Program Management | [smajid3@horizon.csueastbay.edu](mailto:smajid3@horizon.csueastbay.edu) • (916) 477-5151  [LinkedIn URL](https://www.linkedin.com/in/siahmoy-majid-27aab3240/) • Sacramento, CA |

Summary

Versatile and goal-focused professional with diversified experience leading all facets of effective planning and execution of program management for top-tier organizations.

Qualifications Summary

* Consummate leader; adept at spearheading large-scale, complex projects/programs via planning and timely execution as per the set policies, procedures, and regulations.
* Strategic thinker and planner; skilled in designing and implementing processes/systems to achieve operational excellence.
* Instrumental in evaluating existing programs to identify improvements and measure outcomes.
* Known for supporting complex, deadline-driven operations; identifying goals/priorities, and resolving issues in initial stages.
* Leverage exceptional communication and decision-making skills to build strategic relationships at all levels.

# Areas of Expertise

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| * Project & Program Management * Strategic Planning & Execution * Problem Resolution | * Revenue & Business Growth * Stakeholder Engagement * Budgeting & Forecasting | * Cross-functional Collaboration * Reporting & Documentation * Resources Management |

# Career Experience

Sada Transportation Inc., Sacramento, CA 2021 – Present

Coordinator

Update technical documentation of program office with vendors. Create and manage shipping and transportation policies to confirm on-time delivery. Anything else, we can add here?

**Key Achievements:**

* Cultivated productive relationships with vendors while approving carrier selection process and negotiating conditions.
* Collaborated with shipping and logistics departments to ensure seamless execution of supply lines.

Interpreter services department, Kaiser Permanente, San Leandro CA 2019 – 2021

Program Coordinator

Oversaw process of invoices, monitored emails, and timely payment of vendors. Organized language resources to deliver quality services to people with limited English proficiency. Analyzed and reconciled vendor invoices for ITS services for approval of payment. Updated tracking for written translation services utilization.

**Key Achievements:**

* Led Video Remote Interpreting (VRI) project to offer language interpretation services using devices, including webcams and videophones.
* Served as focal point of contact for all customers and departments with KPNW to confirm delivery of interpreter services in accordance with standards.
* Achieved customer satisfaction by promptly resolving customer complaints.

International Rescue Committee, Sacramento, CA 2016 – 2019

Project Coordinator

Spearheaded particular projects within strict budgetary constraints and support particular number of families. Rendered assistance with Medi-Cal forms, DMV ID Cards, Green Card applications, and utility account applications, such as SMUD, PG&E, and phone. Supervised enrollment process of children and adults in school, provided transportation to legal services, and scheduled doctors' appointments.

**Key Achievements:**

* Served as translator for delivering assistance with paperwork, picking up refugees from airport, dropping at housing, and supporting them with housing preparation, such as bedding, kitchenware, and groceries.
* Collaborated with multicultural refugees from multiple countries, including Turkey, Afghanistan, Pakistan, Russia, and other Arab-speaking countries for facilitating their acculturation and assimilation while fostering rapport with clients.
* Interacted with refugees using language skills and responded to their inquiries accordingly.

Wells Fargo Bank, Tracy, CA 2013 – 2016

Operational Manager

Provided exceptional customer service and supported customers with financial issues. Addressed complex problems in accordance with bank policies and procedures.

**Key Achievements:**

* Attained Star Performance award every quarter and ranked as "Top Operational Manager in the District."
* Exceeded sales target from 300 solutions to 500 solutions every quarter.
* Earned recognition for WOW (perfect 5-score) in customer surveys conducted by Gallup polling.

**Additional Experience**

Teacher Assistant, Encina School, Sacramento, CA

Sales Associate, Sears, Tracy, CA

Salesperson/Dress Specialist, Macy’s, Pleasanton, CA

# Education

Master of Arts in Healthcare Administration | CGPA: 3.9

California State University, East Bay, Hayward, CA

*Relevant Coursework: Health Care Finance & Budget, Information Technology in Health Care, Health Care Policy Analysis, Strategic Mgmt. of Health Care Organizations, Legal & Ethical Issues in Health Care, Health Care Mgmt., Evolution of Managed Health Care, US Health Care System, Organizational Theory & Behavior*

Bachelor of Arts in Sociology | CGPA: 3.8

UC Davis University, Davis, CA

Associate of Arts in Liberal Arts | CGPA: 4.0

Las Positas College, Livermore, CA

**Awards**

Recipient, Scholarship for Academic Achievement, Las Positas Community College, Livermore, CA

Recipient, Golden Key International Honor Society, California State University East Bay, Hayward, CA

**Languages**

English | Farsi | Dari | Uzbeki | Russian