

Steven Malins

DATA ANALYST · ACUPUNCTURIST

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"The generation of random numbers is too important to leave to chance"

Education

SWAC(Southwest Acupuncture College)

M.S. ACUPUNCTURE AND ORIENTAL MEDICINE

- Founding member of student support committee
- Raised funds to purchase library computer

Albuquerque, NM

Jan 2009 - Dec 2012

UNM(University of New Mexico)

B.S. GENERAL BIOLOGY

- Minor in Computer Science

Albuquerque, NM

Aug 2003 - May 2008

Skills

EHR - Electronic Health Records	Implemented EHR for 3 small acupuncture clinics in Albuquerque; Charm EHR for private practice
Wordpress	Maintained wordpress sites for PHANM; Current webmaster for NMSAAM wordpress and CiviCRM site
Languages	Fluent in English; some Mandarin (HSK 2 level)

Experience

Alorica

TEAM MANAGER

- Increased direct report's customer satisfaction metric from <%50 to %80
- All direct reports compliance training completed on time since promotion

Albuquerque, NM

Oct. 2021 - Present

Alorica

CUSTOMER EXPERIENCE ASSOCIATE

- Met KPI for 3 months in a row including bonus pay out for performance incentives
- %90 attendance with most recent campaign
- Selected by management to assume Senior Client Advocate role with most recent campaign; promotion based on performance evaluation by management

Albuquerque, NM

Nov. 2020 - Oct. 2021

Community Acupuncture Albuquerque

STAFF ACUPUNCTURIST

- Treated up to 10 patients an hour while maintaining chart notes and supervising reception staff
- Supervised treatments by Certified Auricular Detoxification Specialists

Albuquerque, NM

Nov 2015 - Oct 2019

Teaching

Risk Management: The Ethics of Uncertainty

INSTRUCTOR AND PRESENTER

- NCCAOM Approved for national re-certification PDA points
- Risk Management principles focused on small acupuncture clinic case studies and best practices

Albuquerque, NM

Sept. 2021

Data Security for the Acupuncturist

INSTRUCTOR AND PRESENTER

- NCCAOM Approved for national re-certification PDA points
- Information Management principles and HIPAA/HTIECH compliance for acupuncturists in large and small clinics
- Case studies, incident analysis, and best practices to mitigate risk of breaches and data leaks

Albuquerque, NM

Sept 2018 and Mar 2019