

TAHARIA BEGUM

Detroit, MI · (313) 903-1104 · taharia97@gmail.com · [LinkedIn](#)

Professional Summary

Dedicated and results-driven professional with over seven years of experience in managed care, data management, and quality improvement in health care industry

Education

Per Scholas

Software Engineering

October 2023 – February 2024

Wayne State University, Detroit, Michigan

Bachelor of Science in Public Health

December 2020

Experience

Patient Care Advocate

Meridian Health Plan, Detroit, MI

May 2021 – October 2023

- Conducted outreach and perform data entry for member assessments, identifying gaps in care, coordination of care, and problem resolution
- Advised and educate members and healthcare providers on appropriate HEDIS® measures to increase member satisfaction for Medicaid, Medicare, Marketplace and dual-eligible members
- Trained new staff on role expectations, duties, and documentation standards
- Identified outreach barriers and escalate to management as appropriate
- Assisted with activities for the Consumer Advisory Committee across multiple lines of businesses
- Conducted audit for staff outreach activities to ensure compliance with state and health plan regulations
- Completed necessary assessments with members including Social Determinant of Health Screening (SDoH)

COVID-19 Case Investigator and Contact Tracer

Michigan Department of Health and Human Services and Michigan Public Health Institute, Lansing, MI

November 2020 – May 2021

- Conducted calls to inform exposed and positive COVID-19 cases about quarantine and isolation guidelines
- Completed data entry from case interviews and assessments into databases
- Provided daily check-in calls to individuals exposed to COVID-19
- Reported exposure date discrepancies to maintain data accuracy
- Assisted Michigan 2-1-1 in scheduling COVID-19 vaccines for eligible individuals

Pharmacy Technician

CVS Pharmacy, Sterling Heights, MI

March 2016 – November 2020

- Recorded, counted, and accurately filled prescriptions
- Completed data entry with written and electronic scripts, inventory, and prescription refill outreach
- Interacted with doctors and patients, providing instruction and advice on prescribed medication
- Assisted with inventory management, including verification of quantities, storage, removal of outdated medications, and restocking pharmaceuticals in short supply
- Complied with HIPAA privacy requirements to ensure accuracy and integrity in handling patient information

Skills

- JavaScript, HTML, CSS
- React
- Quality Customer Service
- Data Analytics Certification, *Google*
- Computer Proficiency: Microsoft Suites
- MERN Stack (Node.js, Express, MongoDB)
- New Hire Trainer
- Structured Query Language (SQL), R