

ZEINAB JEYLANI

zeinabjeylani0@gmail.com | 763-339-2321 | 1322 123rd Ave NE Blaine, MN 55434

Experience

Barriers to Entry, York Solutions'; Minneapolis, MN

Feb 2019 to Present

- Lead mock projects using Agile and waterfall methodologies.
- Developed budgets and timelines for project completion.
- Executed completion of projects by developing work-flows and road-maps.

Consultant, East Metro Civic Alliance, Saint Paul, MN

Dec 2018 to Present

- Wrote grant applications for state, federal and private fundings.
- Developed proposals and budgets for projects.
- Executed and facilitated meetings
- Managed marketing strategy using Facebook, LinkedIn and company website.

Claims Analyst, Marsh and McLennan Agency; Minneapolis, MN

Dec 2017 to Nov 2018

- Supported 450 clients annually, executing claim reviews, data analytics, risk management towards saving clients \$1.8 million dollars and reducing risk by 75%.
- Managed ongoing relationships with clients by consulting, advocating and facilitating client meetings and delivering day to day services.
- Developed and implemented return to work programs for 150 clients resulting in over \$600,000 in savings.
- Analyzed high dollar value exposure claims by assisting in decision making and developing action plans by completing approximately 4,000 claims with a closing ratio of 90%.
- Executed increase in renewals by providing analytical reports and Experience Modification Factors to prevent an increase in premiums.

Patient Service Representative, HealthEast Health System; St. Paul, MN

Nov 2016 to Dec 2017

- Supported high call volumes averaging 1400 calls per day.
- Developed weekly Value Based Improvements targeting core performance of clinical quality, customer experience, employee & provider engagement, and smart growth & financial health.
- Coordinated communication between patients, family members, medical staff, administrative staff, and regulatory agencies on a daily basis.
- Initiated approximately 350 prior authorizations request annually.

Certified Nursing Assistant, Minnesota Professional Health; Minneapolis, MN

Sept 2011 to April 2017

- Provided personal care assistance for 5 clients in assessing needs and implementing appropriate care plans
- Coordinate holistic medical and behavioral services for clients.
- Prepared and maintained proper documentation and reports of care and medication Adhered to Health Insurance Portability and Accountability (HIPAA) privacy policies and procedures.

Nursing Home Administrator Practicum, Ebenezer Care Center; Minneapolis, MN

Sept 2015 to Dec 2015

- Served administrative rotations in various departments including: Nursing, Human Resource, Dietary Management, Financial Management, Environmental Health, Chief Administration, Social Work, Medical Director Services.
- Managed staff, implemented policies, financial control, and ensured compliance with proper documentations.
- Developed and implemented feedback mechanisms to ensure that residents were receiving high quality care.

Social Work Assistant Intern Metro Behavioral Health; Minneapolis, MN

May 2013 to May 2014

- Implemented 100 assessments and treatment plans to a culturally diverse adult population
- Executed crisis interventions and emergency services to vulnerable adults.
- Developed individual and group therapy services to adolescents.

Language Skills

Somali (Fluent)

Education

Masters of Art: Healthcare and Human Services Administration

Oct 2014 to June 2016

Saint Mary's University of Minnesota, Minneapolis, MN

Bachelors of Science: Family Social Science

Sept 2010 to May 2014

University of Minnesota- Twin Cities, Minneapolis, MN