

Jane Doe

Baltimore, MD

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Summary of Qualifications

Human Services Professional committed to focusing on providing quality resources for the enhancement of domestic and international communities. Bringing combined experience in professional healthcare leadership, customer service non-clinical case management, insurance verification, team and individual training development, and quality assurance.

Non-Profit Experience

The Candye Wade Project Non-Profit Organization - Orlando, FL

Dec 2017-Present

- Serve as Chairman for fundraising and donations for the annual Blended Family Forum Conference.
- Provide virtual administrative support to the Executive Director for program planning, implementation, and evaluation.
- Performs a variety of administrative duties such as; producing donation letters, video conference calls for collaboration in grant proposals, and telephonic communications with vendors and speakers for upcoming events.

Women of Victory Ambassador - Baltimore, MD

June 2017- Jan 2018

- Proactively engaged new and existing women at The Tabernacle at Greater Bethlehem Temple.
- Collected contact information for updates on upcoming events.
- Connected women in need of assistance to the correct point of contacts for resolution.
- Provided continuous community outreach assistance for monthly LIFT sessions and WOV special events.

Inspirational Hope Inc. Non-profit Organization – Baltimore, MD

March 2015- May 2017

Intern

- Individually developed 4 separate donation letters and successfully secured profitable donations for yearly Inspirational Hope Conference expenses.
- Created Domestic Violence Statistics page on company website including endnote references.
- Managed and updated company Twitter and Facebook pages daily; efficient inspirational post doubled the number of Twitter followers for Inspirational Hope in 3 months as an intern.
- Assist with event production functions at the 2017 Men's Holistic Me workshop including creation of Men Domestic Violence Statistics page for conference packets.

Program Coordinator – Grow Non-profit Organization – York, PA

Feb 2013- March 2015

- Collaborated with 3 community leaders of the Santa Julia Community and 2 professors to developed economic growth action plans for the community.
- Assisted in produce income for the local community by conducting field work in the coffee bean plantation involving picking coffee bean trees and processing them into ground coffee for sale.
- Facilitated physical education and English classes for children grades Kindergarten to eight grades at Santa Julia Community School with 4 other study abroad students and 1 professor for each class.
- Attend international in-services on human trafficking, Women's Network of Afro-Latin, Afro-Caribbean, and Diaspora annual conference, UNICEF development of Women and Children's nutrition program, and United States Embassy education.

Education

University of Baltimore- Baltimore, MD

Master of Science, Human Services Administration

May 2019

Permission granted to use resume for sample from UB student – name and contact information changed to protect privacy

Related Coursework: *Professional and Personal Ethics, Nonprofit Management,*

University of Baltimore – Baltimore, MD
Bachelor of Arts, Human Services Administration

May 2017

Professional Experience

Student Series Outreach Assistant

Leukemia and Lymphoma Society– Owings Mills, MD

Sept 2017 – Feb 2018

- Conducted 20-30 outbound calls to local school returning and new contacts to confirm and encourage and confirm their participation commitment to the campaign.
- Collectively confirmed 340 schools, grades K-12, for their commitment to fundraise for the cure through running Pennies for Patients or Bring the Change.
- Originated program marketing materials, including assembly and distribution.
- Prepared assigned campaign correspondence and reports.

Pharma Program Coordinator (Gattex)

May 2016 – Sept 2017

Option Care Specialty Infusion Pharmacy – Baltimore, MD

- Collaborated with the Option Care team of 2 registered dietitians and 2 pharmacists to complete non-clinical and clinical case management for over 280 active patients and over 26 pending patients.
- Assisted in development of related SOPs, workflow, and project plans.
- Documented and recorded Gattex program performance measures, deliverables, and other benchmarks daily via Microsoft Excel, Microsoft Access, and assigned pharmaceutical electronic sites.
- Conducted Gattex program trainings for new and existing program coordinators.
- Follow up with stakeholders to ensure completion of assigned tasks.

Intake and Insurance Verification Supervisor

Mar 2014 – April 2015

AcariaHealth Specialty Pharmacy - Falls Church, VA

- Managed team of 10 employees (image indexing, intake prep, and insurance verification teams) to ensure the meeting of performance standards; supervised the daily tasks and workflow.
- Collaborated in the creation of SOP for 340B; a federal drug discount pricing program for Hepatitis C specialty medications.
- Evaluated monthly and overall yearly performances; assisted 2 Clinical Pharmacist with clinical trainings as needed.
- Report identified gaps and improvements in processes; collaborate with senior management for solutions recommendations and implement changes.

Senior Pharmacy Benefit Specialist

Jun 2012 – March 2014

UnitedHealth Group (Medicare and Retirement) - Baltimore, MD

- Acted as a pharmacy department liaison to various departments/vendors who work with the Medicare Part D benefit.
- Designed and conducted auditing of pharmacy benefit specialist for quality assurance.
- Trained new Pharmacy Benefit team members on role and responsibilities.
- Provided solutions for complex beneficiary inquiries, complaints, and claims issues from other departments/markets.