

QUALIFICATIONS

- Experience with webpage development using HTML and CSS
- Coursework in C++, Visual Basic, SQL
- Experience working collaboratively and effectively with various stakeholders
- Exceptional computer skills including proficiency in all Microsoft Office applications including Word, Excel, Access, and Visio
- Experience with project management

EDUCATION

MASTERS IN SOCIAL WORK – Smith College School for Social Work
BACHELOR OF SCIENCE, PSYCHOLOGY – University of Massachusetts, Amherst

EXPERIENCE

September 2011 – BEACON HEALTH STRATEGIES, Woburn & Boston, MA

Present

Business Analyst

Work with business and operational units in order to gather business requirements and develop use case documents for new features and modifications needed in internal IT systems. Work with development teams in order to create solutions to various business problems. Produce Visio workflow documents using the BPMN framework. Engage in testing new features and modifications to insure that business requirements have been met.

Prior Authorization Utilization Review Clinician

Conduct clinical reviews to determine if medical necessity criteria are met for numerous levels of care for various health plans throughout the country. Provider phone referrals and crisis intervention for health plan members. Coordinate with emergency services providers to find placements for members at various levels of care. Created, update, and maintain a complex Excel document that tracks members awaiting placement. Provide analytic support to the Assistant Clinical Director of Utilization Management for monthly and ad hoc reporting.

Beacon Select Utilization Review Clinician

Worked collaboratively with inpatient psychiatric facilities in Massachusetts to assist them in meeting aggregate data targets set by Beacon Health Strategies. Developed and provided training to leadership and staff at inpatient psychiatric facilities related to aggregate data management, use of online tools, and utilization of Beacon Health Strategies resources in order to provide quality, cost-effective care for plan members. Developed and utilized tools for analyzing measures of utilization and quality. Provided ongoing feedback to providers related to measures of utilization and quality. Provided technical and clinical assistance to providers as needed. Analyzed data and developed reports for internal and external stakeholders.

January 2008 –

SPONTANEOUS CELEBRATIONS, Boston, MA

June 2013

Vendor Coordinator – Wake Up The Earth Festival

Recruited and maintained vendors for the annual Wake Up The Earth Festival. Outreached to vendors, processed and approved vendor applications, and responded in a timely manner to vendor inquiries. Developed timelines, assessed volunteer needs, supervised volunteers. Insured vendor satisfaction with all aspects of the festival. Supervised all aspects of day-of-festival vendor operations including setup/take down, health department inspections, and response to vendor questions/concerns. Met annual financial goals as set by Spontaneous Celebrations leadership. Maintained complete and accurate records.

July 2008 –
August 2011

ARBOUR HOSPITAL, Boston, MA

Utilization Review Coordinator

Completed thorough reviews of the medical records and assessed the medical necessity for all admissions based on DSM-IV and hospital criteria. Concurrently reviewed patient treatment throughout the course of hospitalization to assure insurance coverage of care.

Per-Diem Clinician

Conducted groups and provided intake and assessment to dually diagnosed (mental health and substance abuse) individuals in a Partial Hospital Program. Planned and implemented groups on a variety of topics including cognitive and behavioral therapy, substance abuse psychoeducation, and general health and wellness.

May 2011 –
December 2011

SOUTH SHORE MENTAL HEALTH, Quincy, MA

Per-Diem Crisis Clinician

Provided telephone triage screening and counseling, as well as face to face evaluations. Completed psychosocial assessments, developed crisis intervention plans, provided crisis stabilization counseling for adults as well as children and their families in crisis, facilitated safe dispositions.

September 2007 –
June 2009

BOSTON PUBLIC SCHOOLS – WILLIAM MCKINLEY SCHOOLS, Boston, MA

Teacher

Worked as a classroom teacher in a substantially separate middle school classroom for students with severe emotional and behavioral problems. Provided instruction in mathematics, ELA, and science. Provided behavior management interventions and maintained relationships with parents and community agencies.

May 2006 --
August 2007;
September 2003 –
April 2004 (Intern)

VALLEY PSYCHIATRIC SERVICE, INC., Springfield, MA

Outreach Clinician

Provided outreach and in-clinic psychotherapy to low-income adults and children throughout Hampden County. Co-facilitated an Adolescent Anger Management Group. Provided triage intake sessions. Completed paperwork including intake summaries, treatment plans, progress notes, and discharge summaries. Collaborated with agency psychiatrists. Attended monthly staff meetings and trainings.

September 2005 --
May 2006

TAPESTRY HEALTH, Springfield, MA

Assistant Director of Prevention Services

Collected and analyzed Harm Reduction program data including the development of queries and reports using Microsoft Access. Assured compliance with Department of Public Health and Bureau of Substance Abuse Services reporting guidelines. Refined data collection tools. Provided support and training related to data collection and other job functions to front line staff. Completed required reports and assisted in program development and implementation.

HIV/AIDS Service Coordinator Collaborative Coordinator

Worked with a diverse group of HIV/AIDS service providers and people living with HIV/AIDS to facilitate a community planning processes addressing HIV/AIDS service delivery. In accordance with Department of Public Health guidelines and with the assistance of a community planning process, set goals for service delivery improvement, developed timelines, assigned tasks, assured timely completion of tasks, completed necessary reporting requirements, and assessed effectiveness of interventions. Supervised HIV/AIDS case management staff and coordinated the agency's Consumer Advisory Board.

September 2004 –
May 2005

SMITH COLLEGE COUNSELING SERVICE, Northampton, MA

Social Work Intern

Provided short-term psychotherapy to undergraduate students at Smith College. Worked collaboratively with various campus agencies to develop a campus-wide effort to educate students on various issues related to sexual assault. Facilitated a group for students who had experienced violence. Participated in treatment team and crisis meetings. Provided on-call crisis coverage.

September 1999 – YWCA OF WESTERN MASSACHUSETTS, Northampton, MA

June 2001; **Youth Outreach Worker**

October 2001 – Provided outreach and advocacy for homeless, runaway, and “at-risk” youth and young adults. Street outreach in Northampton and Amherst as well as outreach to local homeless shelters. Assisted youth and young adults in accessing social and community services. Assisted youth in obtaining employment. Collaborated with local shelters and social service agencies to assure that services met the particular needs of youth and young adults. Participated in community planning processes related to services for homeless individuals throughout Hampshire County. Developed data collection and reporting tools. Assured compliance with contractual obligations. Supervised interns and volunteers.

July 2001 – NELCWIT, Greenfield, MA

April 2002 **Domestic Violence/Rape Crisis Counselor**

Provided rape crisis and domestic violence counseling to women living in Turners Falls and West Franklin County. Provided telephone hotline coverage. Co-facilitated a domestic violence group for women. Developed and facilitated a group for women involved with the Department of Social Services.