

SHA-MIL FOUSHEE

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PROFESSIONAL SUMMARY

- Team-oriented and responsive professional with 5+ years of cross-functional healthcare industry experience.
- Holds attention to detail and organizational skills necessary to be effective in multi-task environments.
- Abides by HIPAA regulations and maintains patient confidentiality.
- Understands the patient treatment process; ensures accurate and complete documentation.
- Typing Speed: 41 Words per minute.

SKILLS SUMMARY

Soft Skills: Customer Service, Organized, Team Player, Confidential, Data Management, Leadership Skills
Technical Skills: Microsoft Word, Excel, PowerPoint, Outlook, RX-Connect
Medical Skills: Insurance, ICD-10 Coding, Billing, Pharmacy Experience, Medical Terminology, HIPAA, PPI
Clinical Skills: Vitals, Manual and Automatic Blood Pressure, Temperature, Stethoscope, Pulse, O₂ Saturation
Administrative Skills: Appointment Scheduling, Inbound and Outbound Calls, Medical Charting, Release of Information

CERTIFICATIONS

State of North Carolina Nurse Assistant Certification (CNA)

WORK EXPERIENCE

Aerotek/TrialCard –Cary NC

10/2017 – 02/2018

Patient Experience Specialist

- Answers all phone calls within the workday to assist customers (i.e., patients, pharmacists, physicians, sales reps, etc.) with activations and troubleshooting.
- Understand and use of basic phone etiquette and reporting adverse events
- Handle inbound/outbound calls

CVS Health – Durham, NC

05/2015 – 8/2017

Pharmacy Technician / Customer Service

- Promoted to Pharmacy Technician from Patient Service Associate in less than 90 days.
- Accurately and efficiently prepares new prescription orders and patient information into RX-Connect.
- Responsible for verifying prescription information and dosage and processing and submit insurance claims.
- Provides quality customer service and support to patients and healthcare providers.

Xerox Company – Raleigh, NC

12/2013 – 05/2015

Customer Service Representative / Trainer / Team Lead

- Provided exceptional customer service and care by fulfilling medication refill orders, current health insurance benefits coverage education.
- Trained and evaluated employee call quality performance via call listening techniques and providing supplemental training.
- Routinely cross communicated with insurance providers such as Medicare, Coventry, Blue Cross Blue Shield, United Healthcare and Care Mart.

Integral Resources, Inc. – Durham, NC

05/2013 – 10/2013

Fundraiser / Call Center Representative

- Provided strong telephone personality and effectively communicated with individuals over the phone to obtain donations and provide pertinent information related to survey questionnaire.
- Collected donor information for membership renewals and reinstatements, and processed donations electronically and by check.

Pettigrew Rehabilitation Nursing Assistant Rest Home – Durham, NC

04/2012 – 01/2013

Certified Nursing Assistant (CNA)

Foushee, Cont.

- Assisted residents in a manner conducive to their safety and comfort, under the direction of a licensed nurse.
- Assisted 10+ residents by activities such as vital signs, daily living activities, personal hygiene, and mobility.

Angel Star of Durham, In Home Care, Durham, NC

05/2008 – 10/2009

Certified Nursing Assistant (CNA) / Home Health Aide (HHA)

- Duties included vital signs, administered bedside, provided ambulation and personal hygiene assistance.
- Monitored medication and ensured that patient remained compliant with medication regime.

EDUCATION

Ultimate Medical Academy | **Diploma – Medical Administrative Assistant, 2013**
Durham Technical Community College | **Nurse Assistant Certification Program, 2008**