

**Raynel Hines | Baltimore, Maryland | 240-524-0844 | [Rhines53089@gmail.com](mailto:Rhines53089@gmail.com)**

As an Technical Project Manager and Business Development Manager, I have a robust background in administrative operations, program management, and staff leadership. I have successfully managed territories and formed strategic partnerships across Baltimore City, Lanham, MD, and Washington, DC, driving a 40% increase in client enrollment through targeted community engagement and promotional initiatives. My expertise includes implementing new EMR systems and training intake staff on insurance billing, ensuring seamless integration and operational efficiency. In my work with various insurance providers, I have credentialed clinical staff, resolved complex billing discrepancies, managed insurance-related customer issues, and ensured compliance with regulatory standards. My ability to streamline operations has significantly enhanced client satisfaction and supported billing departments in achieving their objectives. Additionally, I have managed multi-million-dollar HUD-funded budgets, developed comprehensive emergency response plans, and ensured strategic resource allocation, resulting in reduced shelter stays and improved operational efficiency. My career is marked by a commitment to fostering strong community partnerships, enhancing program performance, and driving business development, leveraging my technical and managerial skills to deliver high-impact solutions and achieve organizational goals.

## **Education**

Bachelor of Information Technology, Lincoln University  
Six Sigma: Certified Lean Six, Sigma White Belt (Accredited)  
Google Data Analytics Professional Certification – Completed June 2024

## **Professional Experience**

### **Volunteer of American Chesapeake (Hope Center)**

**Technical Project Manager/Business Development Manager** – *Baltimore City, PG County, Washington D.C.*  
1/2021 – 9/2023

As the Business Development Director at Volunteers of America - Hope Center a Behavioral Health agency, I managed territories independently across Baltimore City, Lanham, Maryland, and Washington, DC. My primary responsibilities included identifying and establishing connections with community partners such as shelters, food pantries, and community drop-in centers to enhance our support networks.

I actively participated in various community events, including health fairs and community coalitions, to promote and increase awareness of the services offered by the Hope Center. These services, provided throughout Baltimore City, Prince George's County, and Washington, DC, included traveling nursing, mental health workers, therapists, and case managers. I presented this information to potential partners, other providers who didn't offer the same services, and directly to potential clients in the community.

Through strategic initiatives and community engagement, I successfully increased client enrollment by 40% within four months of starting. My efforts focused on educating the community about our programs, facilitating collaborations, and fostering strong relationships with local organizations to better serve our clients' needs.

As the Technical Project Manager, I led the development and implementation of intake processes and emergency crisis response plans for clients. I organized preparedness and response readiness training and established best practices and policies for front-end administrative staff, including training, planning, and general operations. I conducted ongoing monitoring and evaluation of client census, workgroups, and community partnerships, implementing program trackers to ensure intake benchmarks aligned with predefined grant capabilities and core competencies.

I managed communication systems, monitored clients' EHR platforms across multiple intake locations (DC, PG County, and Baltimore City), and integrated various community locations through telehealth platforms. Additionally, I formed and maintained a strategic partnership with WellSky Social Coordination Platform through an MOU with Maryland Physicians Care.

In my role, I was instrumental in implementing a new EMR system and training intake staff on insurance initial billing processes. I collaborated closely with the billing department to address discrepancies, customer issues, and insurance requirements. I ensured the credentialing of all clinical staff through multiple insurance companies.

I maintained customer service objectives by overseeing daily operations and resolving claims that required manual review or technical support. I handled enrollment and billing-related customer issues, consistently reviewing systems and making necessary adjustments, including resource and staffing management. I researched and resolved escalated calls and complex claims that had not been resolved by the Claims staff.

To enhance departmental operations, I monitored system performance, identified and resolved operational problems, supervised process improvement and quality assurance programs, and managed system upgrades. Additionally, I prepared performance reports for call center, claims, enrollment, and billing by collecting, analyzing, and summarizing data and trends.

### **New Hope Housing – Sr. Program Director**

**Program Manager** – *Alexandria, VA*

3/2020 – 3/2021

Provide operational and strategic support to the HUD-funded budget, managing over \$14.5 million. Function as the project officer, overseeing the fiscal management and strategic resource allocation critical for accurate forecasting, estimating program needs, and crafting detailed programmatic reports. Oversee financial justification and oversight in housing homeless individuals, ensuring a safe and healthy shelter environment during COVID.

Led strategic planning and oversight during COVID to ensure safety while maintaining program direction and mission objectives. Conduct routine audits to ensure contract compliance. Utilizing the C.A.R.E. Grant, prioritized long-stay shelter residents for housing, resulting in 90% of these clients being housed permanently within days. Average shelter stay was reduced from 90-160 days to 30-60 days after restructuring staffing patterns. Conduct ongoing monitoring and evaluation of contract compliance, shelter operations, and community partnerships to ensure alignment with HUD requirements.

### **Volunteer of American Chesapeake - Program Operations Coordinator**

**Program Manager** – *Lanham, MD*

9/2016 – 5/2020

Provide comprehensive support to Maryland program Director with HUD contracts. Supporting 8 managers with forecasting programming needs and compliance. Negotiate HUD contract terms, fostering strong partnership with Baltimore City and enhancing program designs and operations. Proactively revise company policies to align with regulatory standards, ensuring compliance and operational integrity.

Lead administrative staff on focusing organizational and time management skills, and streamline executive schedules and meetings. Collaboration between program directors and support units, aligning program goals with overarching objectives.

Conduct thorough evaluations of program performance, identifying strategic opportunities for improvement. Increased client satisfaction and reducing compliance issue, aiding in performance target achievement and shape internal policies to ensure effective and compliant program execution.

### **Core Competencies**

Facility Management  
Program Operations  
Patient Scheduling  
Training & Budget Management

Billing/Reconciliations Insurance  
Authorization  
MS Office Suite  
Human Resources/Hiring/Performance  
Management

Adobe Software (Acrobat Reader and Pro X)  
Microsoft Office Suite (Word, Excel, Teams, Outlook, PowerPoint)

Project Server  
Java/Oracle/Sharepoint/Jira/SQL  
Service Point (HMIS)

Healthcare Management System (EMR)  
Budgeting/E-procurement  
Event Management/Planning

Health Polic