

WHITNEY ALLI

PROJECT MANAGER

Versatile project manager with an extensive track record of over 12 years, specializing in leading virtual and global teams within customer services operations and product implementation and development. My expertise lies in meticulously analyzing and efficiently executing project plans, resulting in enhanced operational performance, elevated customer service experiences, and improved overall business outcomes. I am deeply committed to cultivating high-performing teams and refining processes that drive success. My skillset encompasses growth in the Healthcare industries, Marketing & Advertising, Operations Management, and Software Documentation.

SKILLS

- AI Machine Learning
- API
- Data Warehousing
- GitHub
- Power BI
- Python
- SQL
- Snowflake
- Tableau
- VSIO
- Project Roadmaps
- SAAS
- SDLC
- SEO Optimization
- Strategic Management (SME)
- Stakeholder Management
- Agile
- Communication
- Excel
- Google Analytics
- Microsoft Office
- Microsoft Project
- Minitab Project
- JIRA

EDUCATION

DATA ANALYTICS

Certificate I RMT DA PT 2022-10-25 EN America/Chicago EN
Ironhack | 2023

AVIATION

Associate of Science
Embry Riddle Aeronautical University | 2022

BUSINESS ADMINISTRATION

MBA
Argosy University | 2018

WOMEN & GENDER STUDIES

Bachelor of Arts, minor Organizational Leadership
Arizona State University | 2018

APPLIED BUSINESS & DATA ANALYTICS

Certificate
Arizona State University | 2018

HEALTH SCIENCE

Bachelor of Science
Arizona State University | 2017

CONTACT



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EXPERIENCE

PROJECT MANAGER II

Kaiser Permanente

September 2023-January 2024, Contracted

- Led a team of 10 IT professionals to implement a new electronic health record system, resulting in a significant improvement in the efficiency and accuracy of patient care.
- L&D for adaptation of KPPL a compliance management tools that address employee training, code of conduct, HR policies and other critical aspects of a quality of care.
- Quality review, creation, revision of policies and regulatory procedures in the National and California Regional archive.
- Lead a team of nurses, clinicians, and administrators to develop and implement a new patient safety protocol, which has reduced the number of medication errors by 53%.
- Collaborated with IT department to develop a new data analytics dashboard that provides real-time insights into patient care quality.
- Project Manager who works with healthcare business partners to identify and implement Integration and Initiative scope for medium to large-sized projects.
- Project scope are business-oriented in nature often with data, process and/or system configuration changes, focused on end-to-end (E2E) process optimization.

PROGRAM MANAGER

LaunchX

May 2023-September 2023, Contracted

LaunchX was founded in 2012 joining the MIT entrepreneurial ecosystem and has since expanded to many prestigious college campuses across the United States. Primary responsibilities stem from a confluence of factors for the incoming cohort. That being to pace technological change, remove barriers to starting a company, and inspire a natural curiosity and boundary-pushing mindset to drive startups from ideation to a successful functioning businesses.

- Manage entrepreneurial 8 teams in bringing product or startups concepts to market.
- L&D for course platform, course material, participant feedback .
- Evaluate entrepreneurs progress on a regular basis, providing feedback regarding performance.
- Coordinate logistics for guest speakers, mentors, and program participants.
- Organize and manage logistics of opening and closing events.
- Manage and delegate responsibilities to intern team while providing guidance and support.
- Development marketing content, including blog posts, classroom and event photography, etc.

PROJECT MANAGER

Yelp February 2019-March 2023

- Excel at translating the complex and drilling down to determine core deliverables, resulting in refining workflow and gaining efficiencies across projects and the department.
- Central communication hub for projects; connecting key collaborators across Executive Leadership, Creative, Accounts, Social, Legal, Strategy, Vendors and other departments and partners.
- Worked closely with PSM and Tools team to implement new systems to minimize client churn and deflect out of scope issues resulting in a 50% decrease in new client complaint cases (63% decrease in campaign cancellation) from Q3 2019 to Q4 2019.
- Worked with various 3rd party media groups including in the digital marketplace for many industries to schedule publications and promote marketing campaigns to align with major product launches.
- Development, testing, & implementation team for the Yelp's new page feature, Portfolio. Portfolio has created a new 3 million dollar, monthly revenue stream for Yelp.

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EXPERIENCE

ENROLLMENT DIRECTOR

Dream Center Education Holdings, LLC

June 2017-January 2019

- Manage team of twelve to fifteen enrollment counselors from hiring process, through training to team placement. Motivate and assess employee performance to facilitate effective performance and adhere to quality standards.
- Implemented changes March 2018 to manage changes to SOPs, KB / HC articles, canned responses and access / workflow issues.
- Point of contact for Tools requests, including configuring new screen reader queue and other accessibility requests such as a voice activated survey.
- Collaborated with the Training team and Screen Reader SMEs to revise and create accessible training materials for all new hires.

PROJECT MANAGER

McKesson

October 2015-May 2017, Contracted

- Schedule, coordinate, and manage all internal Hosting project tasks and milestones of assigned projects.
- Collaborate with other team members including Application Engineering, Cyber Command Center, Network Engineering, R&D, Professional Services, and Technical Services.
- Become a Subject Matter Expert (SME) on the applications, software, and processes used within the Hosting teams.
- Organize action plans and track task completion. Facilitate issue resolution and risk mitigation.
- Developing and tracking plans for multiple projects simultaneously in a fast-paced environment.
- Tracking costs against budget projections to measure project efficiency Providing clear, concise status reporting for technical and executive leadership.

PROGRAM ADMINISTRATION COORDINATOR

UnitedHealthcare

January 2014 - September 2015

Facilitates and oversees coordination of medical care for the 8,000 members in the Yuma – Children Rehabilitation Services Clinic for patients classified as being born with or have juvenile onset of severe birth defects for families of low socioeconomic status. Assist parents navigate the many needs of a caring for a child with special needs and working to make a seamless transition between initial care team and specialized care team. Additionally, developed, designed, implemented and maintained an efficient tracking system using Microsoft Excel in order to capture and report number of members leaving the Health Plan ensuring care coordination continues.

- Assist healthcare providers with claims, reimbursements, prior authorization.
- Perform initial intake and welcome call to familiarize member with program Perform data entry for potential issues and benefits of medications Perform statistical analysis.
- Assembles patient charts for new admissions, compiles demographic data and maintains patient record, and assembles wellness teams for treatment and financial assistance.
- Develop and manage communication with newly enrolled CRS Medicaid members. Promotes program benefits to maintain 85-90% member retention rate per quarter. Consistently reaches 90% patient satisfaction rate.

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EXPERIENCE

LAB COORDINATOR

Carondelet St. Joseph's Hospital

January 2011 - December 2013

- Independently operated and preformed all ICD-10 coding, billing, and procedures for Outpatient Admitting Clinic and Post Ambulatory Surgery.
- Competitive analysis to identify new opportunities for patient payment.
- Creating SOPs for 2011 -2012, 2012-2013 Operating Requirements.
- Implementing quality improvement measurements and HIPPA compliance.
- Billing for in and out patient service department.
- Coordinate and schedule general patient appointment and surgery preparatory appointments.
- Preform initial intake and welcome call to familiarize member with program.
- Preform data entry for potential issues and benefits of medications.
- Resolve any issues or grievances a member files.
- Maintains Health Safety & Environmental (HSE) and Occupational Safety and Health Administration (OSHA) policies and procedures. Promotes safety in all actions.
- Enter and maintains confidentiality of all personnel, donor and center information in EHR system.

QUALITY ASSURANCE LEAD

CSL Plasma

November 2007 - December 2010

- Responsible for the efficient and effective collection of plasma from donors by performing venipuncture, monitoring the pheresis process and following Standard Operating Procedures (SOPs).
- Identify possible donor problems; makes necessary corrections in order to expedite donation time and ensure product quality and donor safety. Educate new donors on the use of therapeutic products made from donated plasma.
- Monitor alertness to any reaction by donors and assists with adverse reactions.
- Utilize Personal Digital Assistant (PDA) to record incidents that occur during the pheresis process, such as machine alerts and alarms, volume variances and donor adverse events.
- Perform calibrations and verify that maintenance has been performed as outlined in the SOPs on a monthly basis.

KEY ACCOMPLISHMENT

Kaiser Permanente

- Restructuring of 56 departments policy, procedures, and regulatory compliance from manual to virtual system interactive system

Yelp

- 2022 Foundational team for researching, piloting, and implementing with Customer Success and Sales Department an internal collections system recovering 1.3 million in monthly revenue.
- 2020 Participating in Yelp's Black Perspectives to promote diversity, inclusion in understanding and educating on antiracism practices as a key corporate initiative.

McKesson-Merck

- 2017 Keytruda FDA approval team

UnitedHealthcare

- 2014 Established 50% overall growth of socioeconomically challenged patients to be enrolled and receive critical developmental care within the Yuma- Children's Rehabilitation Services