

# FATIMA N. MUHAMMAD

---

727 Collenbrook Ave, Drexel Hill, PA, 19026 ☎ 610-570-5014 ☎ fnm1187@gmail.com

## ***SUMMARY***

---

Motivated professional with a proven record of generating and building relationships; independent problem-solver as shown by ability to analyze, improvise, assess consequences and construct innovative solutions; able to work autonomously, cooperatively, and under supervision; strategically reacts to critical circumstances.

## ***EDUCATION***

---

**M.S. Health Services Management**      Expected completion date **May, 2019**  
Eastern University

**B.S. in Human Development and Family Studies**      **May 7, 2016**  
The Pennsylvania State University, Brandywine Campus

## ***RELEVANT EXPERIENCE***

---

**Intake Counselor**      November 2016- present  
Main Line Health, Wayne, Pa

- Coordinate admissions via phone or in-person screening and assessment of patients.
- Complete insurance or third party payer verification, completes authorizations for services, level of care assessments, and completes pre-certification of care.
- Perform direct counseling, crisis management and other duties as assigned.
- Complete documentation of activities consistent with best practices.
- Based on clinical documentation, provide patients with the appropriate level of care.
- Assisted employees with personal problems and/or work related problems that may impact their job performance, health, mental and emotional wellbeing as a member of the Employee Assistance Program (EAP)

**Facilitator**      January 2016- April 2016  
Girls Inc., Philadelphia, Pa

- Preparing and delivering high-quality programming to girls' ages 6-18, covering topics including sexual health and pregnancy prevention, media literacy, economic literacy, STEM, and college and career planning.
- Creating a safe space for girls to explore their values and identities.
- Being a mentor to girls, promoting their well-being, development, confidence and success; motivate and inspire girls to be active participants in program activities.
- Assist with recruitment and registration.
- Work to ensure that programs meet goals and objectives and create the desired outcomes.

**Patient Resource Representative**      June 2015- November 2017  
Bryn Mawr Hospital

- The initial contact for patients entering the Main Line Health System through various portals within the organization.
- Acts as an ambassador for customer service, service recovery and follow through for patient satisfaction.
- Responsible for accurate data input ensuring all financial and regulatory requirements are met.

**ABA COUNSELOR- VOCATIONAL**

December 2011-April 2015

**Melmark, Berwyn, PA**

- Provided vocational instruction to assigned individuals in a structured environment to promote intellectual, emotional and social growth.
- Implemented age and population appropriate teaching plans.
- Work with a population of kids and adults with autism, intellectual/development disabilities and acquired brain injury.
- Work with individuals that are sometimes intensely physically challenging.
- Provide service to individuals that exhibit aggressive and self-injurious behavior.

---

***WORK EXPERIENCE***

---

**PROFESSIONAL TELLER**

February 2009-December 2011

**PNC BANK, Narberth, PA**

- Processed transactions accurately and efficiently in accordance with established policies and procedures.
- Identified customers' needs and referred proper financial products to small business owners.
- Greet Customers and expedite wait time - Handled difficult customers in a professional matter.

**RETAIL SALES REPRESENTATIVE**

October 2008- January 2009

**T-MOBILE INC., COLLINGDALE, PA**

- Assisted management with opening, closing and facility operations, including but not limited to cash handling and deposits as governed by operational standards.
- Greeted customers in a professional, friendly and timely manner, including answering phones and directing customer inquiries.
- Assessed customer needs and right fit with the total technology solution.
- Assisted in maintaining store appearance, back room, restrooms and individual work area according to the retail store standards.

**PROFESSIONAL TELLER**

April 2007- September 2008

**BANK OF AMERICA, GLENOLDEN, PA**

- Introduced banking services as CD's, money market accounts, credit cards and loans.
- Processed transactions accurately and efficiently in fast paced environment.
- Managed cash box efficiently.

---

***LEADERSHIP \* ACTIVITIES \* VOLUNTEER \* HONORS***

---

\* Society for Human Resource Management (SHRM) - *Student chapter* \* Penn State Dance Marathon (THON-Member) *Fundraiser - Moral Captain* \* United Soul Ensemble – *Member* \* Dream Development Service Award for Outstanding Commitment to Community \* Merit Scholarships

---

***STRENGTHS/ SKILLS***

---

- |   |                            |                                  |
|---|----------------------------|----------------------------------|
| ▪ Strong Organizational Skills                              | ▪ Great leadership ability | ▪ Computer Applications          |
| ▪ Critical Thinking   | ▪ Time management skills   | ▪ Team Player                    |
| ▪ Knowledge of Mental health and Substance abuse treatment. | ▪ Clinical Documentation   | ▪ Competency                     |
|   |                            | ▪ Effective/Concise communicator |

***References Upon Request***

