

**MELISSA DOOLEY**

## EDUCATION

**Stonehill College**, Easton, MA  
*Degree in Bachelor of Arts*  
Major: Communications

Graduated May 2012

**Griffith University**, Gold Coast, Australia  
*Studied courses pertaining to communications.*

Spring 2011

## SUMMARY

A reliable, capable and enthusiastic person who is able to manage and coordinator duties of any leadership role. As a supervisor, I possess experience of supporting, developing and motivating teams to perform at high quality standards. Develops practical improvement initiatives which enhances a company's overall effectiveness and harnesses the latent potential of its employees. Seeking an opportunity to join a suitable organization that rewards hard work and offers career development.

## PROFESSIONAL EXPERIENCE

**Nizhoni Health**, Somerville, MA

**March 2018 – Present**

*Intake Coordinator*

- Oversee the inbound referral process from first contact to admission
- Responsibilities range from collecting information from referral sources, processing documentation in a timely and effective way, and collaborating with multiple departments to ensure patients received a smooth transition to home care
- Consistently maintain customer focus with an ability to multi task in a high-volume office setting

**Wayfair**, Boston, MA

**September 2017 – March 2018**

*Logistics Coordinator*

- Coordinate across external partners, carriers, delivery agents, and warehouses to ensure on-time purchase and pick-up of premium consolidation orders
- Identify operational trends that will drive initiatives for process improvement
- Keep an open line of communication with the team's business partners to ensure problems that arise follow the proper escalation path

**Tufts Health Plan**, Watertown & Medford, MA

**October 2013 – July 2017**

*Supervisor of Clinical Services Intake*

*June 2016 – July 2017*

- Managed and oversaw day to day operations through the revision of new metrics, policy standards and workload tasks for all clinical services intake coordinators to meet priorities and attendance for staff members
- Recruited, coached, motivated, and evaluated qualified staff during biweekly review of statistics and metrics in addition to yearly preformation evaluations to provide feedback work performance
- Worked with co-supervisor and manager to conduct disciplinary and termination actions when necessary
- Performed the daily tasks and duties of direct reports when necessary
- Maintained a cross functional relationship with various enterprise departments as well as external business partners
- Ensured that the best practice was followed in safety, legality and quality service
- Maintained phone queue at a satisfactory service level to meet enterprise and state regulations

*Senior Intake Coordinator*

*June 2015 – May 2016*

- Effective liaison between the intake coordinators and clinical services management
- Communicated with various departments within the enterprise to provide support to the intake coordinators by researching system enhancements and resolving provider-related issues or authorizations
- Conducted initial and on-going training of the policies, procedures and workflows to the clinical services intake team
- Maintained quality control/satisfaction records through daily reporting, while seeking new ways to improve customer service
- Ensured daily workflow and reports were assigned accordingly
- Facilitated bi-weekly team meetings to communicate procedure changes and address open forum discussions

- Performed testing for system upgrades for the clinical services department

#### *Intake Coordinator*

*October 2013 – May 2015*

- Received and conducted provider calls pertaining to authorizations
- Data entry of incoming authorizations requests from providers and obtain necessary administrative information
- Worked to resolve any non-clinical issues regarding authorizations
- Assisted team personnel with establishing and maintaining efficient communication processes with providers
- Prioritize work duties in order to maintain customer satisfaction through prompt and efficient service

#### **Fedex – Boston Logan Airport, Boston, MA**

**August 2012 – March 2015**

##### *Team Lead*

*October 2014 – March 2015*

- Oversaw floor operations and delegate warehouse tasks such as unloading trailer trucks or building hazardous materials pallets for incoming aircrafts
- Designate responsibilities among handlers and material handlers in order to complete time sensitive targets
- Monitor aircraft flight arrivals and departures of heavy weight freight to ensure customer satisfaction

#### *Material Handler*

*November 2013 – September 2014*

- Drove Fedex aircraft tugs to and from warehouse and designated aircrafts
- Carefully reviewed weight, height and shape of each aircraft cargo containers before placing it on cargo aircrafts
- Followed safety policy and procedures to ensure Fedex aircrafts were carefully secured before download and upload of freight

#### *Handler*

*August 2012 – October 2013*

- Conducted initial set up and labeling of all cargo containers necessary to load for trailer trucks and aircraft departures
- Built and organized packages according to destination of freight in a timely manner
- Directed a routine search after every operation to ensure all time sensitive materials were not left behind

#### **Tavern on the Hill – Somerville, MA**

**May 2012 – September 2013**

#### **Not Your Average Joes– Medford, MA**

**May 2013 – August 2014**

##### *Waitress*

- Provided excellent customer service by taking orders and serving food and beverages to patrons at tables in a dining establishment

#### **Employed by Family, Somerville & Medford, MA**

**August 2013 – June 2014; July 2014 – October 2014**

##### *Nanny*

- Cared for children under ten years of age, bringing them to and from school, monitored homework and created fun learning activities

#### **Massachusetts General Hospital, Charlestown, MA**

**Summer 2009**

##### *Office Assistant*

- Managed various budgeting forms as well as filed vital documents
- Researched online articles and compiled into file for the cardiovascular research department

### **LEADERSHIP AND COLLEGIATE ACTIVITIES**

#### **Publicity Coordinator, Diversity on Campus, Stonehill College, Easton, MA**

**Fall 2009 – Fall 2010**

- Contributed ideas for events and programs to the club
- Designed aesthetically-pleasing posters and e-mails to market events and welcome more members

#### **Fundraiser & Participant, LUNGevity Walk**

**Fall 2010 – Fall 2011**

- Walked around Castle Island, Boston and raised money for lung cancer research

#### **Leader, Girl Scouts**

**Fall 2009 – Fall 2010**

- Organized and taught young girls of a Brockton, MA. elementary school life skills as well as fun activities

#### **Walk for Hunger**

**Spring of 2009**

- Walked a 25-mile route within Boston and raise money to alleviate hunger

#### **Relay for Life**

**Spring 2009**

- Walked at an overnight event held on campus to raise money for cancer research

### **SKILLS**

- Proficient with Microsoft Office Word, Excel, PowerPoint
- Skilled using MedHok, CCMS, EVS, Xpress and RightFax
- Basic understanding of Adobe Illustrator and Photoshop
- Familiar with both PC and MAC Computers

#### **LANGUAGE**

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- Beginner Spanish