

# Margaret Tambe

## Business Analyst

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### OBJECTIVE.....

A detail-oriented Business Analyst with over 4 years of successful experience in the behavioral health sector. Skilled in clinical stakeholder and technical team communications and liaison, business process analysis and mapping, data visualization using tools like Tableau, Salesforce, Visio, Qualifacts Credible and Microsoft PowerPoint in order to bridge the gap between stakeholders and the technical team and ensure alignment with project goals.

### Core Competencies

- Stakeholder Communication, Gathering user stories, Analyzing Project Metrics, Validating Project Artifacts and collaborating with relevant teams to continuously assist and enhance Project Lifecycle through teamwork and development.
- Act as liaison between stakeholders and technical team during different phases of project development
- SIRP Reports/Reviews, Data Input and Visualization, Data Storage; Qualifacts Credible
- Data Visualization, Data Blending, Data Collaboration; Tableau
- Medicaid Audits/Reviews; Program Integrity Audit Database
- Data/Report Share, PowerPoint presentations, Emails; Microsoft Word, Excel, PowerPoint, SharePoint, Visio
- Data Management, Data Import/Export, Data Modeling, Reports and Dashboards; Salesforce
- Report writing; Sandata

### PROFESSIONAL EXPERIENCE .....

**Wellness Healthcare Clinics, Washington DC**  
**Business Analyst: May 2021 - current:**

Integrating Business Analysis into the mental health clinic to improve the efficiency of delivering quality mental health services to consumers.

- Act as liaison between the clinical stakeholders and technical teams to obtain detailed and functional business and users' requirements that help make system development easier for the technical team.
- Collaborate with stakeholders to elicit and document business requirements.
- Participate in process mapping to better structure the project.
- Create dashboards in MS Visio, Qualifacts Credible, Tableau and Salesforce which make reporting more efficient.
- Work closely with the development and product teams and clearly communicate with all stakeholders on progress of projects.

### **Special Projects Coordinator: August 2019 - March 2021**

Care Coordination, Compliance and Medical Records.

#### **As a Care Coordinator,**

- I stepped in to cover for the standard Care Coordinators in their absence.
- Led weekly standup meetings with Community Support Worker (CSW) teams to stay up-to-date with their responsibilities and tackle any impediments that arise.
- Engaged directly with consumers to update their treatment plans and activate them in the circle of care. Also ensure they have updated medical insurance in order to receive uninterrupted mental health care.
- Documented billable SIRP (Situation, Intervention, Response, and Plan) contacts and non-billable contacts.

#### **As a Compliance Specialist,**

- I worked in close collaboration with the Quality Improvement (QI) Department to ensure that SIRP notes from CSWs meet the company's, and the Department of Behavioral Health (DBH)'s compliance regulations and HIPAA laws before they are submitted to DBH.
- Queried flagged notes from DBH.
- Participated in report writing and presentation to management, to improve the quality of care/intervention for consumers and the quality of response/interaction with the CSWs.

#### **As a Medical Records Coordinator,**

- I collaborated with the Medical Records, QI and assigned clinician teams to review and release consumers' medical records, as per request from the consumers or other authorized government or affiliated bodies.
- Unassigned, disenrolled and discharged inactive consumers who have not engaged in the circle of care for more than 90 days.

**Front Desk Coordinator & Intake Specialist: September 2017 - August 2019**

**Duties as Front Desk Coordinator**

- Welcomed all visitors and consumers, and answered questions about services provided by the clinic.
- In charge of scheduling consumers' appointments to the clinic's doctors, clinicians, nurses, psychotherapists and care coordinators.
- In charge of booking and coordinating Uber rides for the consumers.
- Inbound and outbound calls to consumers to remind them of their upcoming appointments, rescheduling, cancellation, discharge and information.
- Edited, updated, modified consumers' data in the Qualifacts Credible database, wrote non-billable notes after every contact with consumers.
- Printed, copied, classified documents as required.

**Duties as Intake Specialist:**

- Collaborated with DBH to ensure the intake completion process.
- Reviewed consumers' health insurance and identification, and helped those with invalid insurance to work with their CSWs to get the right insurance.
- Ensured diagnostics assessments and psychiatric evaluations were completed for new consumers with the clinic's therapists and psychiatric doctors.
- Collaborated with CSWs to ensure proper transmission of information to consumers so as to remain in the circle of care.
- Worked in collaboration with care coordinators to update consumers' treatment plans.

**T&N Reliable Nursing Care, Washington DC**

**Home Health Aide: March 2015 - September 2017**

- Care for disabled people; activities of daily living, reporting, updating, documenting and timely intervention in clients' individual cases.

**EDUCATION ..... CERTIFICATIONS .....**

**CDSTS, CAMEROON**  
GED

**DC DEPARTMENT OF HEALTH**  
Home Health Aide  
CPR/FIRST AID/MED TECH