Sally Mei

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Portfolio: https://salllym.github.io/

EDUCATION

Northwestern University, Chicago, IL   03/2022 – 08/2022
Certificate, Data Science and Visualization

Springboard Chicago, IL   11/2018 – 03/2019
Certificate, UX Design

University of Illinois at Chicago (UIC), Chicago, IL   08/2013 – 05/2017
Bachelor's Degree of Applied Science, Health Information Management

WORK EXPERIENCES

UChicago Medicine, Chicago, IL

IAM Business Systems Analyst-Intermediate | Department: Identity Access Management   05/2022 – Present
- Translate business requirements into well-designed workflows while balancing user and business needs, technical competencies, industry developments and time constraints
- Assist with EPIC Go-live project by providing access and management
- Perform data analysis to identify trends, patterns, and insights that inform business decision-making
- Create and maintain comprehensive documentation, including business process flows, functional specifications, and user manuals
- Provide training and support to over 100 end-users monthly on system functionalities and enhancements

Pharmacy 340B Program Coordinator/ Senior Audit Analyst | Department: Pharmacy Administration   01/2020 – 05/2022
- Managed and coordinated compliance of the 340B program for all qualified entities within the organization and contracted pharmacies
- Performed scheduled audits to ensure quality control
- Evaluated patient eligibility for qualified and non-qualified patients in mixed-use areas and clinics by reviewing patient medical records, insurance plans, and hospital status
- Assessed opportunities for cost savings and system improvements to yield higher compliance

Data Analyst / Researcher | Department: Medical Records   03/2017 – 01/2020
- Audited data for accuracy and quality control
- Performed quality reviews to ensure timely and accurate completion of coding and medical record documentation in order to meet the organization's unbilled and regulatory compliance goals
- Conducted policy research to develop a comprehensive HIM policy book
- Developed a streamlined process for merging duplicate MRNs to improve workflow efficiency
- Assisted with the implementation of the Fetal Demise Navigator into EPIC by conducting user interviews with physicians and creating a user flow for the Fetal Demise Navigator

Research Assistant | Department: Hospital Medicine   03/2016 – 03/2017
- Investigated the effect of several factors on the quality of care (from the cost of healthcare to health literacy and social networks) to improve patient care
- Conducted patient quality of care and medical history interviews to improve the quality of care and advise healthcare professionals on more effective routes of treatment
- Managed cases involving health proxies and implied consent

Healthcare Digital Solutions, Chicago, IL

UI / UX Researcher & Designer   10/2022 – 12/2022
- Facilitated brainstorming sessions and workshops for gathering UX insights and direction with a multidisciplinary team of researchers, designers, and developers
- Collaborated with the team to identify project requirements and executed the projects
- Conducted analyses and clearly documented competitive analyses and heuristic evaluations
- Presented ideas throughout the design process using sketches, wireframes, high-fidelity mockups, and interactive prototypes

Wentworth Dental Clinic, Chicago, IL

Dental Administrative Assistant   12/2019 – 04/2020
- Translated Medical & Dental terminology into codes used for billing
- Scheduled and coordinated over 100 patient appointments daily, while maintaining efficient patient flow
- Communicated in Chinese with patients, providing instructions on proper oral hygiene practices, post-operative care, and addressing any concerns or questions they had
- Took dental X-rays as directed by the dentist for patients

Passport, Remote

UX Researcher & Designer   02/2019 – 03/2019
- Completed research and comparative analysis of other companies' tracking page to redesign Passport's tracking page
- Conducted user interviews and usability tests to improve the international customers' experiences on the tracking page, alleviating their anxiety from the parcel delivery tracking process
- Prepared and lead collaborative design workshops
- Communicated design ideas and prototypes to developers

Walgreens, Chicago, IL

Pharmacy Technician   01/2017 – 08/2017
- Processed, filled, and dispensed prescriptions in a timely manner
- Organized and filed over 200 prescriptions daily
- Utilized pharmacy systems to accurately input and retrieve patient and drug information correctly
- Assisted pharmacists in scheduling and maintaining workflow

CERTIFICATES/ LICENSES

- Registered Health Information Administrator
- PTCB Certified Pharmacy Technician
- Data Science & Visualization
- EPIC Security
- Certified Scrum Product Owner
- Certified Scrum Master
- UX Design

SKILLS

- Data Analysis
- Project Management
- Prototyping
- Research
- Usability Testing
- Machine Learning
- Strategic Planning
- Data Science & Visualization
- Auditing
- UX/ UI Design
- Comparative Analysis
- Interpersonal Communication
- EPIC
- SailPoint
- Cross-Functional Team Collaboration
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Chinese (Native Proficiency)
- SQL, Python
- HTML & CSS
- Sketch

PROJECTS

Credit Card Fraud Detection
Link to Github: https://github.com/Salllym/Credit-Card-Fraud-Dectection-Analysis-ML-Model
- Analyzed a dataset of credit card fraud information using matplotlib and machine learning classification models to determine trends in fraudulent purchases.
- Used Python, HTML, CSS, Javascript, machine learning, jupyter notebook

Covid-19 Visualization Dashboard
Link to Github: https://github.com/Salllym/Covid-19-Visualization-Dashboard
- Created Covid dashboard for users to use and easily identify which areas to avoid for a summer vacation road trip across the US.
- Used HTML, CSS, Javascript, Python, Leaflet

Employee Database Analysis
Link to Github: https://github.com/Salllym/Employee-Database-Analysis
- Performed data modeling, data engineering, and data analysis
- Used SQL, pandas