

Theophilus Baidoo

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Experienced Customer/Patient Support Representative with over eight years of experience in healthcare and security serving the needs of customers and maintaining customer satisfaction through effective communication, hard work, attention to detail, and a customer focus mindset. Dynamic professional recognized by peers for my effectual analytical and communication skills. Looking forward to applying my experience with Epic Software, fire alarms, SQL, Salesforce, and Tableau to your organization.

WORK EXPERIENCE

Patient Access Intake Specialist

Open System Technologies/ AstraZeneca (Contract)

October 2022 – May 2023

Gaithersburg, MD

Twice became the employee of the department because of exceeded expectations of performing over 45 patient intake cases daily using cloud-based software Salesforce. Thereby increasing monthly faxes or cases by 15% in the first quarter of 2023 as compared to the last quarter of 2022.

- Ensured that all support requested by patients is captured within the case management system and routed to the appropriate department using decision makings tools and reference guides within Salesforce thereby helping reduce patients' wait times for prescriptions.
- Processed over 30 Patient Assistance Program (PAP) applications daily for uninsured and underinsured patients who are unable to afford medications resulting in over 150 PAP applications completed weekly.
- Researched and evaluated patients' documents for accuracy and completeness to ensure correct data has been entered and documented efficiently leading to a reduction in prescription errors by 40% by the end of the last quarter of 2022.

Oncology Financial Navigator

December 2019 – October 2022

Inova Health System Fairfax, VA

Given a certificate by my manager for excellent customer service provided to a patient after helping her with her financial aid, appointment, insurance, and processing his medication.

- Used electronic health record software precisely Epic to secure office visits for over 40 patients daily, multitasking with the processing of prior authorizations for treatment such as oral chemo, and therapeutic medications prescribed by oncologists.
- Assisted and communicated (using a skill of 80% listening and 20% talking) with over 20 patients per day in a call center setting in providing effective solutions to all their financial aid. medications or prescriptions that yielded patient satisfaction.
- Met daily with an average of four patients and their caregivers to educate them on their insurance benefits and estimated out-of-pocket expenses for their prescribed therapy such as chemotherapy

before treatment. Also navigated daily operations and schedules of procedures, medical exams, and all updated information using SharePoint.

Allied Universal

June 2015 – December 2019

Field Security Supervisor, Alexandria, VA

Part of team 6 that reported 100% accident and incident free in our security post or site at Scipa Secureink for 4 years in a row.

- Monitored the inner and outer perimeter of the office building with the use of security systems such as CCTV cameras, and alarm systems thereby reducing the propensity of theft and illegal access to authorized areas.
- Provided troubleshooting sometimes to computer systems on-site when reviewing camera footage and system feeds biweekly. Henceforth send a report to upper management and clients especially if there are any discrepancies and issues.
- Performed weekly internal and external security audits and observed secure access for authorized and unauthorized entry. Also led and managed a team of ten by helping them coordinate their schedules, concerns, and work-related functions resulting in employee engagement and coordination.

Macy's

October 2013 - March 2015

Sales Associate, Alexandria, VA

- Used Point of Sale software to balance and organize the cash register by handling cash, counting change, and storing coupons.
- Provided excellent service to customers and helped them with product questions, selections, and purchases. In addition, signed up for new Macy's credit cards for an average of three customers per day.

Essikadu Hospital. Sekondi, Ghana. (Internship)

September 2010- October 2011

Occupational Safety Officer

- **Performed weekly analysis on workplace safety practices involving the doctors, nurses And other allied healthcare professionals.**
- **Assisted managers and supervisors on writing monthly reports on safety practices and providing feedback to upper management.**

EDUCATION

George Mason University, Fairfax, VA

Master of Science Degree in Health Informatics 08/2020 – 12/2022

George Mason University, Fairfax, VA

Bachelor of Science Degree in Health Administration 08/2018 – 05/2020

SKILLS & OTHER

Skills: Critical thinking, Communication, Attention to detail, Collaboration, Team-player

Technical Skills Tableau, Python, SQL, Epic, SharePoint, Knowledgeable in medical coding ICD 10 and CPT codes, Fire Alarms, Microsoft Word, Excel, Knowledgeable in HIPPA and HL7 standards