Funmilayo Idaomi

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Dynamic and results-oriented professional with a background in research and analytics, consulting, project management, and quality improvement within the healthcare and IT sectors.

Johns Hopkins University   **Baltimore, MD**
B.S. in Neuroscience, Minor in Entrepreneurship & Management   **August 2013 – May 2017**

WORK & RESEARCH EXPERIENCE

Customer Success Analyst   **Remote**
Quality Coding Software Solutions (QCSS)   **Oct 2023 – Present**
- Increased client performance metrics by analyzing diverse SaaS platform data, identifying key trends and discrepancies which informed operational improvements.
- Enhanced strategic decision-making for Managed Care and Community-based healthcare stakeholders by delivering clear and compelling reports and presentations that translated complex data into understandable insights.
- Boosted client retention by identifying growth opportunities through tailored recommendations and conducting on-site client trainings.
- Aided in improving health outcomes for vulnerable populations through targeted solutions for healthcare insurers and providers, leveraging data-driven initiatives.
- Improved client onboarding efficiency and satisfaction by collaborating with Client Success, Sales, Product, and Development teams to streamline account management processes and support growth initiatives.

Information Management Analyst   **Remote**
Pfizer (contract through Harbor Clinical)   **May 2022 – Dec. 2022**
- Managed the service system and processed information management service requests for Site Activation Checklists and Site Activation Readiness Trackers for clinical trials in Salesforce
- Managed data for clinical trials & other healthcare related projects for Global Study and Site Operations and Global Biometrics and Data Management
- Led the documentation of workflows and functionalities for resource management systems based on data updates and modifications in UX/UI design in coordination with business development
- Performed user acceptance & ad-hoc testing during the release life cycle (SRLC) for the information management system based on Jira user stories
- Developed visuals/diagrams for presentations and other training materials (technical documents such as user manuals) based on resource management data processes and workflows for end-users of Pfizer's systems
- Supported business readiness activities which included creating analytical reports on data obtained by running SQL queries

Management Consultant   **Washington, DC**
Optimity Advisors   **June 2021 – April 2022**
- Interfaced with client and C-level executives on healthcare/payer, managed care and IT projects
- Facilitated the communication between multiple healthcare payers and monitored the progress of member migration across healthcare insurance systems
- Aided in the proposal of innovative solutions and UX/UI designs for demos for healthcare companies during the software development life cycle (SDLC)
- Used findings from team interviews within a federal program to identify gaps and opportunities for process reengineering to solve internal problems and increase efficiency
- Conducted market research and prepared an opportunity forecasting presentation for a potential expansion venture for the firm
- Collaborated with marketing team for marketing initiatives for events

Analyst, Quality Measurement   **Washington, DC**
National Quality Forum   **February 2020 – May 2021**
- Received recognition and a "Caught in the Act Award" for collaborative work developing and delivering a measure prioritization webinar with over 100 people representing 64 organizations
- Simultaneously managed multiple projects' inboxes, event logistics and communications with internal and external

stakeholders to evaluate and provide input about healthcare performance measures to be used in federal programs
- Conducted full data analyses for existing healthcare measures, best practices, clinical care guidelines; and literature reviews to provide synopses and summaries of research findings
- Drafted project overviews, committee materials, memos, reports and other documents while managing project databases
- Monitored project timelines, reengineering processes as needed to expedite deliverables to project committees and Center for Medicare & Medicaid Services to maintain IDIQ government contracts
- Coordinated and managed the convening and facilitation of internal project meetings, committee meetings, webinars, and conference calls.
- Reviewed and analyzed measures under consideration for evaluation and selection and provided preliminary recommendations and strategic direction for committee review

Research Data Coordinator   **Washington, DC**
Medstar Georgetown University Hospital, Pathology   **October 2017 – Feb. 2020**
- Developed an infrastructure to expedite the processing of transplant research requests by 35%, creating invoices, reviewing protocols and working with IRB
- Analyzed processes to revise SOP to increase departmental income by over 50%
- Led training/onboarding of new hires and supervise administrative assistant's progress with daily tasks
- Coordinated with divisions in the department to streamline communication and oncology patients to obtain consent to send out pathology material
- Organized meetings and logistics and maintain regulatory documents
- Managed a departmental project to change process of signing SOP on paper to an electronic format & converting documents to an online database
- Contributed to the acquisition of a sister hospital's specimens through departmental work in processing requests, billing, data entry, collection, and verification

Research Assistant   **Baltimore, MD**
Johns Hopkins Medicine, Internal Medicine   **July 2016 – Oct 2017**
- Collected and entered an extensive amount of data for studies to improve kidney and amputee care
- Analyzed study process to advise Senior Coordinators on revising SOP to increase the completion of interviews by 45%
- Lead the team of six in the highest amount of recruitments (through screening process) and interviews

Research Assistant   **Baltimore, MD**
Johns Hopkins School of Public Health   **Nov 2016 – May 2017**
- Audio transcribed/organized over 100 infant hospital visits to determine safe sleep habits
- Qualitatively analyzed patient visits transcripts for the study

Research Assistant   **Baltimore, MD**
Johns Hopkins Medicine, MESA Study   **July 2016 – July 2017**
- Streamlined hospital clinic visits through patient interaction and assisting the senior coordinator with taking measurements, blood pressure, and other tests
- Contacted hospitals to obtain patient documents, organized and de-identified patient charts

Research Assistant   **Baltimore, MD**
Johns Hopkins School of Public Health, Baltimore CONNECT   **June 2015 – Feb. 2016**
- Analyzed and conducted on-site interviews to create an implementation plan for the Healthify product application
- Consulted non-profit organization resulting to increase productivity
- Managed the implementation of the application at the non profit organization
- Reported site updates in weekly meetings to collaborate with CONNECT team to brainstorm ways to be more effective

Lab Assistant   **Baltimore, MD**
Wilmer Eye Institute, Handa Lab (under Katayoon Ebrahimi)   **August 2014 – Sept. 2015**
- Created and ran protocols for various experiments to investigate the course/cause of macular degeneration
- Edited, imaged and quantitatively analyzed data from Immunostaining, Cell Seeding & Splitting and Western Blot tests

SKILLS

JIRA, Agile, Salesforce, SQL, SharePoint, Smartsheet, EHR Systems, Pfizer Systems (Planisware and Oracle Activate), UAT, MS Office (Powerpoint, Excel, PowerPoint, Word), Google Suite, Prezi, Cerner, RedCap, Spanish (Intermediate), Customer Service, Strong Communication & Writing Skills, Critical Thinking

CERTIFICATIONS

Mental Health First Aid, Good Clinical Practices (GCP), HIPAA, Basic Human Subjects Research (CITI)