

Samiya Malik

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Willing to relocate to: Toronto, ON - Europe - Middle East
Authorized to work in the US for any employer

Work Experience

Enrollment Coordinator

Prime Care Coordination - Buffalo, NY
May 2019 to Present

- Providing Enrollment and Intake services for individuals with Intellectual and Developmental Disabilities seeking Care Coordination Services; maintain monthly case weight of 70+ individuals
- Coordinate intake appointments, complete applicable paperwork for enrollment, process, and submit paperwork within appropriate deadlines; communicate with providers, state agencies and individuals seeking assistance. Maintaining professional and effective communication, focus on task completion in a timely fashion along with timely documentation and database entry.
- Working with a diverse population in varying degrees of income, environmental settings, education, ethnic background and personal circumstances. Provide Trauma Informed and Person Focused customer service and care, advocate for and provide flexibility and understanding while engaging with clients, operating with ethical value and emotional intelligence, adhering to lawful and privacy practices.

Operations

BeyondChai
January 2018 to Present

Working directly under CEO to further company success and vision. Increase brand awareness, client base, build relations and network with parties who share the vision or can benefit clientele. Working diligently to increase staff capacity, strive to create standards and procedures which provide quality experience for clientele and staff for day to day, short and long term Operations.

Duties include:

- Supervision of IT, Customer Success, Admin and Matchmaking Teams
- Conduct preliminary interviews/pre-screenings for job applicants
- Providing Team with a safe and confidential space to voice concerns/issues, provide feedback and ideas
- Research, discover and implement new tools in Tech industry that allow for optimization of main website, backend, and marketing
- Advertising/Company Promotion and Marketing; build strategies to harness and sustain increased clientele. Working in liaison with Admin Team to ensure Website, E-newsletter and Blog are routinely sent, updated and showcase company vision and mission appropriately and effectively.

- Brainstorming to create efficient workflows to improve the functionality of the website as well as creation of employee maps and procedures
- Working in liaison with IT department to execute a heightened and efficient functionality of internal and external database for an enhanced user and employee experience
- Building and implementation of client curriculum, employee onboarding and trainings for database use, customer service, client and time management
- Working alongside of Customer Success Team to set expectation, standard and procedure to provide high outcomes of customer satisfaction; if needed, connecting with customers to diffuse frustration and provide 1:1 opportunity for client to be provided with a satisfactory outcome
- Connecting with clientele 1:1 for consultation calls to enhance customer service experience, build a relationship, set realistic expectations by providing education and transparency of services to encourage taking on of services

Family Support/Assessment Worker, Community Health Outreach, Parent Educator

Mercer Street Friends - Trenton, NJ

October 2015 to July 2018

Family Support Worker (FSW)

- Identify and outreach to at-risk families into Internationally accredited Home Visiting program Healthy Families America (HFA).
- Meet and complete Kempe assessment with families in their home environment. Once engaged, meet with families in their home at a minimum of once a week, understanding their challenges and providing support through education on parenting, health, home safety, child development, problem-solving, goal setting, self-care, and community resources.
- Working in liaison with the Department of Children and Families to better support and assist families as they navigate and resolve family issues.
- Completed all required HFA and Prevent Child Abuse NJ (PCA-NJ) trainings. List of certifications available upon request.
- Completing paperwork in a timely manner

Community Health Outreach Worker (CHOW)

- Identify and engage women of childbearing age into Mercer Street Friends Family Center Programs. Outreach to connect with program participants on a specific timeline and offer Case Management services throughout their pregnancy and up to 2 years postnatal.
- Facilitated psycho-education groups pertaining to Post Partum Depression and Stress Management.
- Provide participants with food and donations through family center initiatives and provide referrals and connections within applicable community resources.
- Attend community events to represent the family center and speak publicly regarding programs offered.
- Completing required paperwork in a timely manner

Mentor

Mercer County Community College

January 2013 to May 2018

- Working one-on-one with students with intellectual disabilities within the college environment to build academic skills
- Exploring personal areas of interest such as cooking, computer skills and the arts

- Assisting students with career-related experiences such as developing job-seeking skills, resume writing, interviewing, and portfolio development
- Helping students explore independent-living experiences, job readiness, focusing on self-advocacy, personal safety and socialization

Counselor and Aide

Community District Alliance - Bordentown, NJ
September 2006 to September 2009

- Before and after school aide, working with children in elementary schools.
- Substitute teacher throughout K-12 in Bordentown School District
- E.S.L aide for adult learners

Education

BA in Psychology

William Paterson University - Wayne, NJ
2012 to 2015

Supplementary Credits in Urban Studies, Public Health

Metropolitan College of New York - New York, NY
2012 to 2012

Supplementary Credits in Technology, Social Sciences, Business

New York Institute of Technology - New York, NY
2010 to 2012

T.E.F.L Certification in Teaching English as a Foreign Language

Oxford Seminars - Newark, NJ
2009 to 2010

Skills

- Fluent in English, Hindi and Urdu and Spanish (10+ years)
- Teaching
- Public Speaking
- Retail Sales
- Photoshop
- Microsoft Excel
- Customer Service Skills
- Microsoft Word
- Problem Solving
- Team Building
- Organizational Skills

- Time Management
- Microsoft Office (10+ years)
- Data Entry
- English
- Case Management
- User Experience (UX)
- Experience with Children
- User Interface (UI)
- Child Protective Services
- Developmental Disabilities Experience
- Research
- Classroom Management
- Social Work
- Program Management
- Writing Skills
- Group Therapy
- Training & development
- Crisis Intervention
- Curriculum Development
- Blogging
- Strategic Planning
- Interviewing
- Autism Experience
- Presentation Skills
- Content Development
- Supervising experience (2 years)
- Operations management (2 years)
- Administrative experience (2 years)
- Marketing (2 years)
- Program Development

Languages

- Urdu - Fluent
- Hindi - Fluent
- Punjabi - Intermediate
- Spanish - Fluent

Certifications and Licenses

TEFL

October 2009 to Present

Certified to Teach English as a Foreign Language

ABA - Behavior Technician

Training received in August 2015

Assessments

Management & Leadership Skills: Impact & Influence — Expert

January 2019

Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.