


# ZAHA EL-BKAILY

Client Success Manager

## CONTACT

 734-233-7133

 zelbkaily@gmail.com

 Lewisville, Texas

## EDUCATION

### Texas Woman's University

December 2021

Master of Healthcare

Administration

### Ferris State University

December 2018

Bachelor of Science in Health Care

Systems Administration

## INTERNSHIPS

- Human Resources Intern
  - Talent Selection
  - Henry Ford Health System
- Human Resources Intern
  - Beaumont Hospital, Dearborn

## HONORS & AWARDS

- TWU Graduate Student Scholarship
- Magna Cum Laude
- Transfer President's Scholarship

## WORK EXPERIENCE

CLIENT SUCCESS MANAGER

### HealthMark group

*April 2023 - Present*

- Lead the onboarding process for new clients after the Sales hand-off to kick off the partnership
- Constructively manage the project plan throughout implementation and provide clients with an accurate timeline for completion
- Prepare quarterly business reviews where I present data on average turnaround time for processing medical record requests and volume of incoming requests by type to appropriate leadership
- Collaborate cross-functionally to advocate for my client base in a timely and efficient manner

CLIENT SUCCESS MANAGER

### Lightbeam Health Solutions

*June 2021 - September 2022*

- Manage a client-base of different healthcare organizations including Physician Groups, Clinically Integrated Networks, and Payers
- Utilize project management skills to ensure that all implementations are completed in a timely and efficient manner
- Advocate for client while working with the technical support team to mitigate any issues through the use of Jira and Salesforce on a day-to-day basis
- Collaborate with Clinical Transformation and Population Health Advisory teams to create an execution plan for clients' value-based care initiatives