**Cameron Kirkland**

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**professional summary**

Industry-experienced healthcare analyst specializing in glucose insurance compliance and behavioral health treatment. strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background in cultivating positive relationships and exceeding goals

**strengths and expertise**

Case coordination

Document and report drafting

Behavioral crisis response

Insurance coding & HIPPA regulations

Agile project management

Client recordkeeping

Data analysis using Microsoft Office suite and CRM

Consumer engagement and client consultation

**education**

**Grand Canyon University, Phoenix, Arizona** *May 2024*

*Bachelor of Psychology Emphasis in Behavioral Psychology*

Minor in Communication

Childhood and Adolescence Disorders, Family Dynamics, Human Development, Understanding Trauma, Abnormal Psychology, Counseling Theories

**Norco College, Norco, California** *June 2019*

*Transfer Credits*

GPA: 3.8

Concentration: Organic Chemistry

**professional experience**

**Project Access Northwest** *February 2023 - Present*

*Provider Relations*- Seattle, WA

* Initiating and maintaining effective channels of communication with service providers and clients.
* Gathering, reviewing, and verifying all pertinent information relating to participating healthcare
* providers.
* Establishing and maintaining relationships with assigned healthcare providers through office visits,
* telephone calls, prompt resolution of issues, and excellent customer service.
* Conducting training of service providers on policies, procedures, service lines, and available
* technology.
* Answering questions from doctors; offices on benefits.

**Tandem Diabetes Care**

*CRM Data Analyst -* San Diego, CA *September 2022 - Present*

* Organized and obtained Pump services by assisting with forms and coordinating referral processes daily
* Inputting data to insurance portals and in CRM systems on a day to day basis.
* Assessing clients' needs through CRM tools such as insurance and blood glucose data verification
* Applied accurate insurance data optimization client feedback process contributing to an 85% increase in pump sales

**Dream Big Child Center**

*Registered Behavioral Therapist -* Riverside, CA *September 2021 - September 2022*

* Met with clients in individual counseling and group sessions. Drafted and executed early childhood behavioral intervention plans with 20 clients to ensure proper mental health care needs met.
* Analyzed 20 client-based behavioral time-series variables such as stimuli, reaction reinforcement techniques, and consequence observation through data visualization
* Differentiated client goals through 3 hour sessions based on behavioral data

**Autism Learning Partners**

*Sales Lead -* Ontario, CA *Fall 2020*

* Utilized behavior analysis methodology providing behavioral improvement for persons with autism and other developmental challenges over a 12 month period.
* Creating a schedule based on daily tasks needed to be done. Priming clients with desired items
* Implemented Natural Environment Teaching (NET) to integrate 40 neuro-divergent clients into workforce

**Nordstrom, Children's Gear**

*Lead Sales Representative January 2015 - December 2019*

* Established sustainable customer retention methods shared with team members and applied to 600 vendors to align consumer demand with member firm products
* Enlightened project members on emerging technologies and trends designed to capture larger market share for Nordstrom youth products over a 4 year period
* Directed teams in gear certification and contributed to company conferences supplying teams with workshops on product training