

# Wanjiru Iraki

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Team player with over 10 years' experience in Health care industry. Strong ability to initiate change. Solid experience and competency in strategy formulation and implementation, healthcare financing, healthcare delivery, business processes and optimization to achieve operational efficiency and excellence through customer focus.

Accomplished, hardworking, detail oriented and energetic healthcare leader with proven record of team building and organization success.

Registered Nurse position with the following transferable skills and complimentary education:

- Planning and Organization • Information Systems documentation
- Quality Improvement • Leadership and Training
- Regulatory Compliance • Customer Service Excellence
- Health care delivery and financing • Communications (verbal and written)

Willing to relocate to: Dallas, TX

Authorized to work in the US for any employer

## Work Experience

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### **Registered Nurse**

Vibra Hospital of SE Massachusetts

August 2020 to Present

Full-time nurse on Medical-Surgical telemetry unit

- Admissions, assessment, treatment, referral, and education to patients
- Providing compassionate care and manage acute medical issues to a variety of post-surgical patients admitted for rehabilitation Coordinated activities and delegated duties as needed.
- Collaborating with interdisciplinary teams and medical providers
- Performs medication administration, wound care, and supervised nursing assistants.
- Coordinating resident's activities and delegated duties as needed Solid administrative and referral experience including admissions, assessment, treatment, referral, and education for a broad range of patients.
- Supervised caregivers and nursing assistants and LPN
- Communicating with medical providers about ongoing care of patients
- Participating in new hire staff training as needed
- Evaluating potential new admissions and patient discharge

Work Experience Outside United State of America

### **Manager**

Health Insurance

2016 to 2020

Planning and preparation of the yearly strategies and objectives of medical department and support the implementation, monitoring, and evaluation. Preparation of monthly, quarterly, and annually reports and presenting them to the management, including annual department budgets. Developing and continuously reviewing administrative and technical guideline in medical claims and underwriting.

- Designing corporate career development and performance management plans
- Worked with senior leadership to create the annual goals and growth plan and ensure that our patients / insured members achieved their desired outcomes in the 17 member countries in Africa.
- Manage the relationships and communication between Heritage Insurance and other health organizations, including working closely with NHIF (National Health Insurance Fund).
- Train, supervise and facilitate the professional development of the staff, as well as taking care of core Human Resource Management Tasks of the organization.
- Recruitment of staff in the organization and counseling staff who have difficulties.
- Designing and implementing training policies and procedure

### **Registered Nurse**

Mater Hospital - KE

2015 to 2020

Part Time

### **Registered Nurse**

Agag Khan University Hospital

2010 to 2015

### **Head of Case Management**

AAR Heath Services

2008 to 2010

Main Duties

- Provider Management -Appointing providers, negotiating fees, contracting them, and holding scheduled meetings with service providers to control cost and ensure that issues like exclusions, credits and non-delivery of bills are addressed.
- Supervision of staff on day-to-day duties.
- Reviewing the departmental strategy on monthly basis to ensure we are in line with corporate strategy, and we are achieving the goals and objectives.
- Managing of chronic diseases through health education, health promotion and preventive medicine. Coordinating the case management for all the admitted members to ensure optimum benefit utilization and reduction of cost.
- Medical advisory- Asses and advice on the quality of services from different providers and how they can be improved to ensure customer satisfactory and retention.
- Supervision of customer service to ensure internal and external customer are satisfied with the services which guarantees retention and loyalty.
- Reviewing the process and Procedures for medical department to ensure that they are well aligned with the customer need and expectations.
- Ensure adherence to agreed service level agreements with all the providers and ensuring that turn arounds times for all clients are adhered to.
- Ensure the company has a strong risk management processes and procedures that safe- guard the interests of the company and its customers.

- Clinical audits to ensure adherence to Service level agreement.

## Education

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### **Bachelor's degree in NURSING**

Grand Canyon University - Phoenix, AZ

August 2020 to November 2021

Harvard Business School

2016 to 2017

### **Higher Diploma in Human Resource Management**

College of Human Resource Management

2013 to 2014

### **MBA in Strategic Management and Human Resource management**

United States International University

2012

### **Registered Nursing Program**

Gertrude's Institute of Child Health and Research

2009

### **BA in Psychology**

United States International University

2008

### **Management and Leadership**

University of Helsinki

2000 to 2001

### **BSN**

Grand Canyon University

## Nursing Licenses

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### **RN**

Expires: December 2021

State: MA

## Skills

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- Nursing
- Human Resources Management
- Human Resources
- Medication Administration
- Performance Management

- Recruiting
- Change Management
- Training & Development
- Workers' Compensation
- Management
- Talent Acquisition
- Employee Orientation
- Talent Management
- HR Sourcing
- Succession Planning
- Benefits Administration

## Certifications and Licenses

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### **Registered Nurse (RN)**

December 2020 to Present

To be renewed in December, 2022

### **BLS Certification**

## Additional Information

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I am looking for a job as a nurse , case Manager or health care Manager in a hospital , insurance company or nursing home