

**PROFESSIONAL EXPERIENCE**

**L.A. COUNTY DEPARTMENT HEALTH SERVICES**                      **Los Angeles, CA**      **02/2015 to 04/2021**

**Position: Senior Community Health Worker**

- Working in a primary care setting providing chronic disease health education to patients with co-morbidities (diabetes, heart disease, stroke, obesity, COPD, and cancer). The primary task of this position was prevention, increasing self-efficacy, and preventing hospitalization. A key component in the success of my working with individual patients is teaching how specific disease processes adversely effects quality of life. Achieved 80% success rate in decreasing hospitalizations and increasing patient self-efficacy.

**L.A. COUNTY DEPARTMENT OF HEALTH SERVICES**                      **Los Angeles, CA**      **06/2018 to 04/2021**

**Position: Quality Improvement (QI) Team Leader**

- Coordinated QI projects by leading quality improvement focus meetings and formulating action items for QI projects. Team building efforts required creating cooperative activities among team members, tracking QI progress, data collection, data analysis, and process evaluation to determine effectiveness in operational and workflow changes. I taught and trained workforce members, who included administrators, doctors and other medical personnel in QI methodologies, Just Culture. I also served as a labor representative of work-site Safety Committee. My QI team received five recognition awards for developing effective protocols for quality improvement.

**MINISTRY OF HEALTH & HUMAN SERVICES,  
MUHAMMAD MOSQUE #27 (volunteer)**

**Los Angeles, CA**      **2005 to present**

**Position: Western Regional Coordinator**

- Supervising the planning, development and implementation of faith-based health programs in California, Nevada, Colorado, and Arizona; development of culturally relevant health education materials for diverse communities, including but not limited to, communities of color and Muslim populations; building community collaboratives in South Los Angeles; organizing and facilitating community health education workshops/seminars; organizing and facilitating community disaster preparedness workshops/seminars; organizing and facilitating workshops on personal responsibility and self-advocacy, developing life skills curriculum for at risk youth; domestic violence counseling services, working with other interfaith agencies on the issue of STIs and HIV and chronic disease self-management education. In addition, I collaborate with professionals in California, Colorado, Arizona, and Nevada to build a cohesive unit of health and human services teams in the western region.

**EDUCATION**

**Capella University**

Health Administration    Doctorate                      Start date: 4/2018      Currently enrolled

**Charles R. Drew University of Medicine  
and Science**

June, 2016                      Cum Laude

**Springfield College of Human Services**

Human Services    Master of Science                      June 2012                      Summa Cum Laude

**Springfield College of Human Services**

Human Services    Bachelor of Science                      June 2011                      Summa Cum Laude

**Los Angeles Southwest College**

Psychology                      Associate of Science                      June 2011                      Cum Laude

### **OTHER RELATED CERTIFICATIONS**

Mental Health First Aid	September 2021
10,000 Fearless First Responders	December 2018
Microsoft Communication & Team Building	August 2015
Domestic Violence Counselor/Advocate	December 2011
Community Emergency Response Team (CERT), Level II Los Angeles Fire Department	June 2010

### **PROFESSIONAL ORGANIZATIONS**

Black Community Health Task Force  
Los Angeles South Chamber of Commerce  
Charles R. Drew University of Medicine & Science Alumni Association (Co-Vice Chair)

### **SPECIAL AWARDS**

Ministry Award for Dedicated Service to the Community	November 2018
Muhammad Mosque #27 Los Angeles	
Dr. Raymond Kivel Award for Extraordinary Commitment in Community Service	
Charles R. Drew University of Medicine and Science	June 1, 2016

### **REFERENCES**

**Patricia Mayfield**  
1123 West 90<sup>th</sup> Street #4  
Lakewood, CA  
323-974-9860

**Dr. Arisah Muhammad**  
Tarzana Treatment Center  
Lancaster, CA  
661-674-7503

**Dr. Heidi Behforouz, Medical Director**  
Los Angeles County Department of Health Services  
Housing for Health Program  
617-875-4736