

Robertnique Williams Jackson

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Education:

Louisiana Tech University
Major: Bachelor of Arts in Sociology
Graduation Date: May 2010

Grambling State University
Major: Criminal Justice (Master's)
Graduation Date: August 2024

Professional Experience

Louisiana Tech Financial Aid
Financial Aid Assistant

March 2007-May 2010

- Reviews, verifies, and assesses applications and support documents in accordance with established guidelines to determine financial aid eligibility.
- Interacts with students and/or families to follow up on missing or deficient information; relays and discusses status of application.
- Provides information to students and families regarding the options for obtaining financial aid, the process for requesting aid, and the eligibility requirements for receiving and maintaining aid.
- Maintains financial aid activity database, and prepares routine statistical reports and correspondence; sets up files on aid claimants, and maintains demographic data, as appropriate.
- Responds to inquiries and researches and resolves problems related to transactions handled by the department.
- Processes and accounts for loans, tribal checks, promissory notes, and/or other types of financial assistance; monitors expenditure to budget and, as appropriate, reconciles ledgers.
- Reviews checks and promissory notes with respect to current eligibility of intended aid recipient; returns ineligible checks to awarding agencies; returns non-valid promissory notes to students.
- Performs miscellaneous job-related duties as assigned.

Total Choice Case Management
Support Coordinator/Case Manager

October 2011-January 2013

- Admits new clients by reviewing records and applications; conducting orientations.
- Determines clients' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.
- Maintains clients' records by reviewing case notes; logging events and progress.
- Communicates clients' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and family; identifying treatment influences.

- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources.
- Improves staff competence by providing educational resources; balancing work requirements with learning opportunities; evaluating the application of learning to changes in treatment results.
- Improves treatment results by studying, evaluating, and re-designing processes; implementing changes; rewriting policies and procedures.
- Improves financial status by analyzing results; monitoring variances; identifying trends; recommending actions to management.
- Meets budget by monitoring expenses; implementing cost-saving actions.
- Prepares reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics; completing grant and subsidy applications.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Christian Community Care Center
Billing Clerk/Office Manager/HR Manager

August 2013-May 2020

Billing Clerk Medicaid:

- Gathers Medicaid billing information by reviewing patient hospital records; checking for completeness.
- Ensures payments by verifying accuracy of Medicaid coding.
- Bills Medicaid carrier by inputting billing information to database; initiating electronic transmissions.
- Resolves disputed claims by gathering, verifying, and providing additional information; following-up on claims.
- Resolves discrepancies by examining and evaluating data; selecting corrective steps.
- Adjusts patient bills by reviewing remittance advice; consulting with Medicaid office.
- Prepares monthly reports of Medicaid billing by summarizing billings, adjustments, and revenues received.
- Updates job knowledge by participating in educational opportunities; reading professional publications; keeping current on Medicaid billing and reimbursement procedures.
- Serves and protects the case management agency by adhering to professional standards, OAAS policies and procedures, federal, state, and local requirements
- Accomplishes billing department and hospital mission by completing related results as needed.

Office Manager

- Maintains office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
- Completes operational requirements by scheduling and assigning employees; following up on work results

HR Manager

- Manage the staffing process, including recruiting, interviewing, hiring and onboarding
- Ensure job descriptions are up to date and compliant with all local, state and federal regulations
- Develop training materials and performance management programs to help ensure employees understand their job responsibilities
- Create a compensation strategy for all employees based on market research and pay surveys; keeps the strategy up to date

- Investigate employee issues and conflicts and brings them to resolution
- Ensure the organization's compliance with local, state and federal regulations
- Use performance management tools to provide guidance and feedback to team
- Ensure all company HR policies are applied consistently
- Maintain company organization charts and employee directory
- Partner with management to ensure strategic HR goals are aligned with business initiatives
- Maintain HR systems and processes
- Conduct performance and salary reviews
- Provide support and guidance to HR staff
- Analyze trends in compensation and benefits
- Design and implement employee retention strategies

Louisiana Department of Hospitals
Medicaid Analyst 2

May 2019-July 2021

- The MA is responsible for providing eligibility assistance to members and applicants in the manner of their choosing which may be electronic, by mail, by email, in person, or most often by phone
- To make initial and continuing determination, under close supervision, as to clients' eligibility for all Medicaid programs
- Medicaid Analysts typically report to a Medicaid Analyst Supervisor
- May receive supervision from higher level personnel
- Conducts interviews with clients and makes other necessary collateral contacts for verification in determining eligibility for Medicaid Programs
- Examines application packets for timeliness, completeness, and appropriateness prior to authorization of reimbursement
- Interprets and applies complex federal, state, and agency policies for each program
- Conducts special investigations and compiles reports concerning fraud and location of absent parents

Grambling State University
Administrative Assistant 4

July 2021-Present

- Responds to requests for information; may require interpretation of department rules and regulations.
- Independently composes and types correspondence involving complex, sensitive, and non-routine matters.
- Represent supervisor in various matters, providing input, and possibly exercising signature authority.
- Serves as liaison between supervisor and staff members.
- Assesses importance of issues or conflicts, and briefs supervisor.
- Compiles and types special reports by selecting relevant information from a variety of sources such as reports, documents, correspondence, electronic files, etc.
- Prepares materials needed for meetings, such as agendas, handouts, binders, etc.
- May attend meetings and transcribe minutes.
- May type contracts, secure appropriate signatures, and track contracts through the approval process.
- Monitors expenditures and ensures adherence to budgetary commitments in accordance with established policies.

REFERENCES

Marrianna Williams
Community Bridges South
Phone: 318-235-2221

Amanda Sapp
GSU COB Office Coordinator
403 Main St.
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Cassandra H. Peoples
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Retired Dir. /Field Instructor/ Assistant Professor of Social Work
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Information Specialist
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Volunteer Work

- Zeta Phi Beta Sorority Inc.
Served as president, Vice-President, and Treasure
- The Society of Distinguished Black Women
- Mentor for the Jambalaya Jubilee for Children with Rheumatic Diseases

For 12 years

Awards

- Kayla Foret Memorial Courage Award
- Blue Star Award for Highest GPA in Southern Region of Zeta Phi Beta Sorority Inc.