

**KADHIM AL HILFI**

18253 Ruth Street, Melvindale, MI 48122 | 857-762-9793 | kadhimalhilfi96@gmail.com

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**EDUCATION University of Michigan-Dearborn**  
*Bachelor of Science in Health and Human Services*

Dearborn, MI  
Graduated: 12/2022

**Salem State University**  
*Bachelor of Science in Healthcare Studies*

Salem, MA  
Transferred

**SKILLS/CERTIFICATIONS**

- CPR, AED, and First Aid certified; completed Medical Assisting training.
- Knowledge of medical terminology, HIPAA regulations, and electronic medical records.
- Strong listening, customer service, and communication skills.
- Proficient in eClinicalWorks, Epic, Microsoft Office Suite, and G Suite.
- Bilingual in English and Arabic.

**EXPERIENCE**

**Blue Cross Blue Shield of Michigan**  
Medical Information Specialist

Detroit, MI  
05/2023 – Present

- Conducted thorough analysis and investigation of authorization requests for specialized medical/surgical/outpatient procedures, ensuring expeditious and accurate processing.
- Provided exemplary customer service to providers, hospitals, PCGs, and members, addressing inquiries and concerns with professionalism and empathy.
- Established strong relationships with external sources to resolve inquiries, streamline processes, and enhance overall efficiency.
- Collaborated with cross-functional teams to enhance medical management policy documentation, improving clarity and reducing potential misunderstandings.
- Managed co-pay inquiries and provided accurate information to members, enhancing transparency and satisfaction.

**Nephrology Hypertension Clinic**  
*Medical Assistant/Administrative Assistant*

Allen Park, MI  
12/2021 – 05/2023

- Perform clerical and clinical responsibilities for providers to see patients.
- Interview patients, measure vital signs, review medical history, and record information in charts.
- Assist during medical examinations and administer treatment/injections as instructed.
- Answer telephone calls, check patients in/out, and schedule appointments for patients.

**Allied Universal**  
*Security Officer, Metrex Research Corporation*

Romulus, MI  
08/2019 – 07/2021

- Monitored and authorized entrance and departure of employees and visitors.
- Ensured the safety of the facility by monitoring CCTV and conducting regular patrols.

- Answered phone calls and took messages, answered questions, and provided information.
- Wrote reports of daily activities and irregularities such as property damage or unusual occurrences.

## **ACTIVITIES**

Army Cadet/Squad Leader, University of Michigan-Dearborn R.O.T.C.  
Cadet, Salem State University R.O.T.C.

01/2020 – 05/2022 Army  
09/2018 – 05/2019