# Chandy Rin

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## PROFESSIONAL EXPERIENCE

### JWCH Institute, Los Angeles, CA

*Recovery Bridge Housing, House Manager May 2023- October 2026*

Oversee residents residing in Recovery Bridge Housing(RBH) funded by Los Angeles County Substance Abuse Prevention and Control(SAPC). Responsible for working collaboratively with the treatment team.
Meet once a week with each resident to review personal recovery goals of residents, housing plan after RBH and employment so as to minimize the likelihood of substance abuse relapse and homelessness, and document the sessions. Monitor the house and rooms daily for cleanliness and report any repairs needed.
Assign and oversee daily household chores (room and communal areas). Conduct mediation between residents when discourse occurs, observe and report any unusual behaviors or potential areas of conflict. Ensure that all residents are properly respecting and maintaining common areas (esp. kitchen, living room, backyard).
Prepare bedrooms for all new residents (i.e. clean lines, bedroom cleanliness, and other areas deemed necessary). Communicate with providers visiting the residents (i.e. social workers, probation officers and other entities. Monitor residents for medically, psychiatrically and substance free stability to ensure appropriate level of care is being met. Conduct Community Outreach to educate providers about RBH, data entry of forms and documents and other administrative tasks. Send a daily shift report to designated staff. Work collaboratively with Outpatient Provider to guide clients to meet housing goals. Review Program and House Rules with all new and existing residents, and monitor rule compliance. Monitor that residents are following the House Rules including curfew/lights out hours. Prepare resident write-ups and behavioral contracts under the guidance of Lead RBH Manager. Submit a monthly resident and program status report to the Lead RBH Manager.

### Cenexel CNS Research, Long Beach, CA

*Clinical Research Assistant, August 2022-Feb 2023*

Manages patient caseload with emphasis in occupational rehabilitation.
Maintains compliance with ICH, GCP and federal regulations as well as reporting adverse events to the FDA. Skilled in CPR and patient distress. Specialized training such as, CPI non-violent crisis intervention and CPR. Assist in a successful ciclesonide NDA application preparation (clinical study report prep). Perform electrocardiogram (EKG), blood pressure, urine and pregnancy tests on study participants. Recruits study participants and conducts follow up assessments for ongoing NIH study of patients. Schedule diagnostic procedures, phone triage, post operative follow up, EKG's, lab work and cultures. Protected customer and patient confidentiality by following all HIPAA standards. Prepares and investigates initial clinical research study proposals leading to IRB approval. Performs phlebotomy and collects other laboratory specimens and prepares them for testing. Maintains documentation according to protocols, standard operating procedures, and FDA requirements. PPO, HMO, Medicare and medical claims. Medical insurance verifications

### Natera, Los Angeles, CA

*Clinical Data Associate, October 2021-June 2022*

Management of Clinical data for Clinical research trials, including receipts, validation, reviews, reconciliation, and transfer of those data coming from research centers worldwide. Reviewing imaging data for completion and verification of documents to images for quality control checks. Ensure databases are up to date from project site teams. Supporting the Clinical trial team within their research and data review. Preparing weekly reports on training and hardware shipping tracking to clients and identifying errors in tracking reports and escalating it to the project manager. Collecting and translating data into reports that guide Clinical decision-making and improving quality of services. Conducting analysis of staff productivity, service utilization, and Clinical outcomes; while creating meaningful graphics and charts to communicate the results of analysis to teams within the company to improve processing and outcomes.

**Network Deposition Services, Century City, CA**
*Billing Specialist, July 2021-September 2021*
Coordinate with the Billing Manager to understand client requirements and guidelines. • Perform full cycle billing functions, including pre-bill and client statements, including emailing client statements. • Process edits made by attorneys on monthly pre-bills. • Review time entries on pre-bills and request revisions for insufficient entries. • Maintain client billing cycles using various electronic billing platforms. • Timely address appeals and works with attorneys and paralegals to obtain necessary explanations and backup. • Contact clients to resolve any skipped or partial payments. • Provide reports to the Billing Manager as directed. • Ability to communicate effectively within all levels of the firm.

**Jack Nadel, Los Angeles, CA**
*Accounts Payable Clerk, May 2021-June 2021*
Completes payments and controls expenses by receiving, processing, verifying, and reconciling invoices. Reconciles processed work by verifying entries and comparing system reports to balances. Charges expenses to accounts and cost centers by analyzing invoice/expense reports, recording entries. Pays vendors by monitoring discount opportunities, verifying federal id numbers, scheduling and preparing checks, and resolving purchase order, contract, invoice, or payment discrepancies and documentation. Ensures credit is received for outstanding memos. Issues stop-payments or purchase order amendments.

**LIBERTY DENTAL PLAN, Irvine, CA**
*Members Services Representative, Mar 2019 - Feb 2020*
Helped with custody records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken. Checked to ensure that appropriate changes were made to resolve customers' problems. Discuss unresolved customer grievances to designated departments for further investigation. Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments. Assisting with analyzed data to determine answers to questions from customers or members of the public. PPO, HMO, Medicare and medical claims. Medical insurance verifications

## EDUCATION

**CERRITOS COLLEGE**
**Norwalk, CA** *A.A. Business Administration*
**Northwestern University** *B.A Healthcare Administration*
**LA PUENTE ADULT SCHOOL**
**La Puente, CA** *High School Diploma*
WPM: 40

## REFERENCES

**Natividad Diaz, RBH Coordinator, JWCH Institute Inc.**
(323) 519-0631- ndiaz@jwch.org
**Hilda Jara, Intake Coordinator, JWCH Institute Inc.**
(323) 313-7969 - **hjara@jwch.org**
**Georgann Brannon, Vice President Human Resources, Liberty Dental Plan**
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