

Nahja Brown

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SKILLS

Clinical & Regulatory: Clinical Operations & Case Management, Regulatory Compliance (HIPAA, ADA), Standardized Testing Protocol Administration (NBME), Pharmaceutical Quality Assurance & Dispensing (CPhT), Patient Advocacy & Care Coordination

Data & Analytics: Biological & Health Data Analysis, Python, R / R Studio, Genomic Data Interpretation, Data Visualization & Dashboard Development

Systems & Tools: Electronic Health Records (EHR/EMR), Permutive Data Platform, Salesforce CRM, Healthmonix MIPS Quality Reporting Platform, Microsoft Office Suite (Excel, Word, PowerPoint), MicroStrategy

Professional Skills: Cross-Functional Collaboration, High-Volume Workflow Prioritization, ADA/Section 504 Accommodations Coordination, Oral & Written Scientific Communication, Process Improvement & Quality Assurance, Regulatory Documentation & Audit Readiness

EDUCATION

Temple University

Professional Science Master's, Biological Data Science.

Expected May 2027

Arizona State University

Bachelor of Science, Biological Science.

HubSpot

SEO Marketing Certification.

EXPERIENCE

Disability Services Specialist

December 2024 – August 2026

National Board of Medical Examiners (NBME)

- Manage a caseload of 50+ active accommodation requests simultaneously across USMLE Step 1, Step 2 CK, Step 3, and NBME subject examinations, ensuring equitable access under ADA and Section 504 guidelines.
- Process 6,344+ annual service requests with an average call resolution time of under 8 minutes, consistently meeting SLA benchmarks in a high-volume regulated environment.
- Coordinate with medical reviewers and escalate appropriately to evaluate and adjudicate complex disability accommodation appeals requiring legal counsel.
- Maintain strict data integrity and confidentiality protocols in compliance with HIPAA and internal policy requirements. • Liaise between test candidates, institutional testing coordinators, and NBME departments to resolve eligibility and scheduling issues.

Certified Pharmacy Technician (CPhT)

August 2024 – August 2025

CVS Health

- Pulled medications, filled prescriptions, and labeled and packaged medications for patient distribution, following established protocols for medication handling and verification.
- Communicated with patients, answered medication-related inquiries, and provided support to ensure a positive customer experience.
- Updated and managed pharmacy inventory, processed insurance claims, and accurately entered new prescriptions into the system.
- Upheld HIPAA standards to safeguard patient confidentiality and ensure secure handling of sensitive information.

Customer Support Specialist

November 2023 – March 2024

Healthmonix

- Educated customers on product features and CMS MIPS program reporting requirements, addressing inquiries related to product functionality and compliance standards.
- Documented customer needs and resolved complex issues through proactive communication, including facilitating data integration within accounts.
- Contributed to two major projects within the first two months of employment during the 2023 Submission Year. • Scheduled and conducted customer meetings using Calendly, optimizing scheduling efficiency and ensuring timely collaboration.

Service Operations Advisor (Level P2)

March 2022 – May 2023

Permutive Technologies

- Delivered customer service and technical support at a SaaS company specializing in first-party data privacy, achieving a 98% average success rate.
- Authored 80+ articles for the internal and external knowledge hub using CSS and HTML documentation.
- Conducted training sessions for enterprise stakeholders, demonstrating product efficacy using customer insights.
- Cross-trained with the Customer Success team and leveraged Xandr and Google Ad Manager (GAM) to deliver advertising data insights.

Customer Service Representative

February 2020 – June 2020

Maximus

- Adhered to Title 13 regulations to ensure confidentiality and regulatory compliance in handling sensitive Census data.
- Cross-trained in inbound and outbound call center functions, enhancing operational flexibility.
- Collected and recorded customer data with precision to ensure data integrity.

Point of Sale (POS) Operator

August 2019 – November 2019

Burlington

- Delivered customer service across floor sales and cashier roles, demonstrating adaptability in a fast-paced retail environment.
- Ranked in the top 20% for New Member Credit Card Sales in November.

VOLUNTEER EXPERIENCE

- 2021: Planned and executed a 7-week workshop series for middle school students covering entrepreneurship, strategic marketing, and essential life skills.
- 2019: Leukemia and Lymphoma Society (LLS) Fundraiser Walk Participant
- 2019: Alzheimer's Association Fundraiser Walk Participant