

DEBORA MORGAN

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OBJECTIVE

- Motivated, resourceful and accomplished professional with strong work ethic seeks position with dynamic company where my skills, experience and education can contribute to continued growth and success.



EDUCATION

BIS – Clinical Health Informatics | Georgia State University

08/2015 – 07/2018

- Graduate summer 2018
- Department of Veteran's Affairs Summer Intern
- Alpha Eta Honor Society of Allied Health Professions
- 4.09 Program GPA
- President's List



COURSE EXPERIENCE

BIS – Clinical Health Informatics | Georgia State University

08/2015 – 07/2018

- Voice of Industry Pilot Program
- Interdisciplinary coursework including classes from College of Nursing and Health Professionals, Health Administration and Computer Information Sciences
 - SNHP 3010 Advanced Medical Terminology
 - SNHP 3105 – Health Promotions & EHR
 - SNHP 4100 – Quality & Safety in Healthcare
 - SNHP 4270 – Project Management
 - CIS 3001 – Managing IT Projects
 - HA 3910 – Health Policy in the U.S.
 - HA 3970 – Health Information Systems
 - SNHP 3100 – Electronic Health Records
 - SNHP 4010 – Healthcare Leadership & Ethics
 - SNHP 4110 – Telehealth
 - SNHP 4680 – Security & Privacy in Healthcare
 - CIS 3730 – Database Management Systems
 - HA 3950 – Health Economics and Financing
 - HA 4450 – Legal Concepts in Healthcare



EXPERIENCE

Office Manager | The Saxon Group, Inc.

05/2005 – 02/2015

- Planned and directed corporate training conference attended by more than 100 people annually.
- Trained personnel on proprietary databases to comply with requirements for on-site reporting.
- Updated multiple safety and quality databases to comply with OSHA and client regulations.
- Established guidelines and controlled logo access to ensure appropriate branding by 300+ employees.
- Led cross-functional team of 10 people in developing 250+ page personnel and forms manuals.
- Slashed operational supply expenditures 17% by developing and implementing standardized procurement process for management and field offices.

Project Manager | Thomason Telecommunications Company (TTC)**11/2002 – 05/2005**

- Managed multiple projects simultaneously.
- Managed activity for as many as 25 technicians and vendors for 3 telecommunications clients to troubleshoot problems and ensure on-time delivery of services.
- Communicated with multiple clients and vendors weekly to set expectations on budget and schedule.
- Prepared presentations, reports and documentation regarding project status and risks for stakeholders and senior management.
- Updated and managed multiple Access project databases to ensure on-demand status availability.
- Applied project management methodology in order to meet business expectations.

Senior Key National Accounts Manager | abc School Supply, Inc.**03/1996 – 11/2002**

- Built relationships with over 330 clients from 3 national accounts which resulted in becoming a trusted advisor and consultant.
- Created and implemented Facility Opening Process for client. Increased opening order share from 50% to 90% of client required inventory. Client adopted as franchisee benefit. Received President's Award.
- Developed Client Benefits Program including Customizable Facility Opening Process and Periodic Restock Assessment Plan. Implemented across all national accounts.
- Managed 72+ on-site facility setups for 3 key national accounts, including hiring and training of temporary personnel as well as scheduling and integration with client builders and contractors.
- Recruited, trained and directed internal 5-person dedicated key account team.
- Increased sales by 300%. Received the Platinum Sales Award.
- Functioned as escalation point for client issues.

Customer Service Team Supervisor | abc School Supply, Inc.**03/1994 – 03/1996**

- Recruited by executive team to train and participate with C-suite and senior management on process improvement team as part of the Management 24/7/365 initiative.
- Supervised 17 customer service agents.
- Trained and scheduled 35+ new customer service agents.
- Created and supervised team to meet client requests to provide live service to all U.S. time zones.
- Volunteered as customer service contact for challenging national accounts.

**SKILLS**

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| • Leadership | • Management |
| • Client Relationship Management | • Customer Service |
| • Time Management | • Effective Communication |
| • Microsoft Office Suite (Excel, Word, PowerPoint, Access and Outlook) | • Conflict Resolution |
| • Salesforce (Beg.) | • Microsoft Projects and SQL Server (Beg.) |
| • Strategic Thinking and Problem Solving | • Visio |
| • Azalea EHR | • HIPAA Compliance |
| | • Data Entry |

**LEADERSHIP AND INVOLVEMENT**

- Student Health Informatics Association – President
- 2018 Outstanding B.I.S. in Clinical Health Informatics Student Award Recipient
- Healthcare Information and Management Systems Society (HIMSS) – Student Member
- Rising Church – Youth Programs Volunteer
- Alpha Xi Delta, Delta Xi Chapter – Alumni