

Kayode Yaya

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Committed, responsive and versatile professional with expertise in presenting quality assurance training, employee development and a track record of success in project delivery, case management research and investigations. Exhibits great interpersonal, organizational, and communication abilities. A committed team player with the ability to reliably plan, organize, and oversee staff training initiatives. Experience with healthcare reimbursement and applicable laws such as HIPPA, and policies guiding Medicare, Medicaid and financial reimbursements.

Professional Experience

CLINICAL DATA ASSOCIATE | DENALI CLINICAL | CORPUS CHRISTI JANUARY 2024 TO DATE

- Manage and coordinate all aspects of clinical trial data collection, processing, and reporting in compliance with regulatory guidelines and study protocols.
- Develop and maintain data management plans, case report forms (CRFs), and data validation specifications.
- Perform data review and query resolution in sponsor EDC (RedCap, Medidata RAVE, Omnicom) to ensure accuracy and completeness of data.
- Liaise with study monitors, investigators, and sponsor representatives to address data-related issues and ensure timely database lock.
- Conduct internal audits and quality control checks to ensure data integrity and adherence to standard operating procedures (SOPs).
- Collaborate with cross-functional teams including clinical operations, biostatistics, and regulatory affairs to support study objectives.
- Participate in the development and implementation of electronic data capture (EDC) systems and other data management tools.
- Provide training and guidance to site staff on data collection procedures and study-specific requirements.
- Assist in the preparation of regulatory submissions and documentation for audits and inspections.

Driscoll Health Plan | Corpus Christi, TX

Senior Claims Analyst | October 2022 – 2024. 40hours/week

- Accountable for carrying out complex and technical research studies for investigation, resolving, and recovering health plan claims.
- Support in the analysis, evaluation, and business documentation of processes and activities to ensure data security, privacy, and process improvement.
- To ensure claims are analyzed using CES edits, and reviewed to mitigate disputes were conducted for accurate reimbursements.
- Brainstorm ideas, provide feedback, and coaching recommendations to staff members while attaining a quality average of 98% and receiving a 99.1% for financial claim resolutions and production performance goals during the final quarter of 2023.

Driscoll Health Plan | Corpus Christi, TX

Claims Quality Analyst | April 2021 – October 2022, 40hours/week

- Collaborative work with claims administration team by developing staff training and procedural solutions for quality improvements, identifying individual or team quality deficiencies and implementing action plans for remediation.
- Evaluation and verification of claims data to ensure accuracy and integrity of medical claims, this resulted in an overall production increase by 119% while maintaining 99% in procedural accuracy and 99% financial accuracy.

- Demonstrated ethical practices by adhering to health plan policies and procedures, maintaining strict compliance with data privacy and confidentiality standards.
- Accomplished a quality average of 98% and received a 115% in production performance goals.
- Assured that audits were delivered on schedule, using them as a reflection of the team results to present leadership with team development, performance, and improvement goals to foster efficiency.

Driscoll Health Plan | Corpus Christi, TX

Claims Coordination of Benefits Analyst | September 2020 – April 2021, 40hours/week

- Reviewed, verified, and entered claims data and completed 80 to 150 audits per day, ensuring accuracy, validity, and confidentiality while maintaining compliance with data privacy standards.
- Supported the claims department by reviewing and investigating 400 to 600 claims processed per week, completing claims projects in a timely and professional manner.
- Maintained ethical standards and adhered to all health system and health plan policies while utilizing processing workflows and adhering to Medicaid guidelines.
- Comprehensive understanding of Driscoll Health Plan operations, expertise in claims, and familiarity with important instructional procedures.
- Use of EPIC Tapestry and claims processing system experience.

Results Companies | Corpus Christi, TX

Training Coordinator | January 2017 to September 2020, 40hours/week

- Supervised and streamlined call center operations, resulting in improved efficiency.
- Oversaw a team of call center agents to successfully resolve customer issues, leading to enhanced overall satisfaction.
- Achieved a significant reduction in call resolution time through supervisory guidance and process optimization.
- Successfully achieved a notable reduction in the attrition rate from 35% to 11% during the fiscal year 2019 and further down to 4% in 2020 for newly hired support agents.
- Insurance policies and procedures were taught to the workforce, staff development was monitored, and new hires were prepared for the subsequent phases of training. As a result, more than 150 new employees were trained and mentored, giving them the knowledge and tools required to meet and surpass quality standards
- Managed virtual and in-person training for new hires and incorporated adult learning principles adaptable for various learning styles, handling team building activities and providing support and mentorship to meet internal benchmarks

Additional Experience

Results Companies | Customer Service Provider

Indianapolis Children's Museum | Sales and Marketing Representative

Core Competencies

Team Management, Written and Verbal Communication, Interpersonal Skills, Curriculum training and Instruction, Staff Development, Coaching, Data Management and Interpretation, Confidentiality, Proficient Computer Skills, and Process Improvement initiatives

Education & Certifications

Master of Science in Education

Curriculum and Instructional design, Texas A&M University Corpus Christi, 2024

Relatable coursework: Disciplinary Literacy, Bilingual Pedagogy, Instructional effectiveness, and design strategy using LMS (CGPA 4.0)

Associate of Science in General Studies, Ivy Tech Community College Indiana, 2020
Relatable coursework: Quantitative reasoning, Fundamentals of public speaking and interpersonal communication, Success strategies in healthcare, Ethics and Creative writing (CGPA 3.5)

Bachelor of Science in Biology and experiential Technology, Federal University of Technology 2012
Relatable Coursework: Research methodologies, statistics and mathematical measures, scientific knowledge of diseases and management education

Certifications

Collaborative Institutional Training Initiative (CITI) : Social and Behavioral Research 2024
GCP for Clinical Trials with Investigational Drugs and Biologics (ICH Focus): 2024
ISO 9001:2015- Quality Management Systems
Internal Auditor Compliance Training

Volunteer Accomplishments

Partnered with the academic coaching program unit of Texas A and M university and Ivy Tech College as an ambassador to support undergraduate individualized learning and growth and contributing towards a transformational student experience for communities in Corpus Christi, Indianapolis and students in various regions of the United States during COVID pandemic.