

ZEJNEP LLESHANAKU

LICENSED TEAM LEAD

ABOUT ME:

HIGHLY MOTIVATED MEDICAL INFORMATION SPECIALIST AND CLINICAL EDUCATOR WITH YEARS OF EXPERIENCE IN HEALTH COMMUNICATIONS.

EXPERIENCE

Ashfield Engage-Now Inizio 2019- Present

Licensed Team Lead in Patient Support Program

02/2022-Present

- Act as primary resource for virtual nurse educator team to answer questions and problem resolution.
- Queue monitoring and Outbound Call Scheduling.
- Call completion and outcome tracking.
- Call monitoring.
- 50/50 acting as Bilingual Virtual Clinical Educator and Care Coach.
- Coaching and training
- Team Engagement Monthly Newsletter editor-in-chief and writer 02-2021-present

Bilingual Virtual Clinical Educator PSP

9/2021-02/2022

- Providing medical information and responding to medical inquiries from patients, caregivers and health care providers
- Providing patient support with medical device education and injection support.
- Registered Nurse Care Coach. Providing patients with resources to help manage their autoimmune disease, help improve their communication with the doctor and empower them on their treatment journey.
- Comply with company guidelines and industry regulations to identify and write Adverse Event and Product Quality Complaints reports.
- Contributed the team reach its goals and increase quality.
- Call handling in Spanish.

Medical Information Specialist

08/2019-09/2021

- Served as a forefront source for patients, caregivers and healthcare providers inquiring on products of all therapeutic areas.
- Identified and wrote Adverse Event and Product Quality Complaints reports, in compliance with provided guidelines and industry regulations.
- Advocated for patients and facilitated communication between patient and pharmacy.
- Engagement Committee contributor as Editor of the AZ Project Monthly Gazette. (Jan/2022-Current)

Conduent 2014-2018

Drug Information Specialist

05/2018-08/2019

- Registered Nurse in the Diabetic therapeutic area serving as the first resource for patients, caregivers and healthcare providers.
- Conducted calls striving to provide accurate information, provided problem solving and genuine help to all callers.
- Captured and submitted Adverse Events and Product Quality Complaint reports.
- Helped with the launch of the Patient Support Program by offering the program and enrolling patients.

Bilingual Clinical Interaction Specialist

06/2014-05/2018

- Conducted detailed medical history interviews for life insurance applicants
- Outbound Calls to patients for a Preventive Care campaign as per their insurance carrier.
- Helped patients get a start on a new healthcare coverage network to find a provider and services.

Willowcrest Nursing Pavilion 2017-2019

Registered Nurse

11/2017-11/2019

- Provided nursing care for 25-30 patients in a rehabilitation and long term care unit.
- Supervised and collaborated with the Licensed Practical Nurses and Certified Nurse Assistants to provide hygiene, nutrition, transfers and safety to residents.
- Administered medications abiding to the medication rights: Oral, IV, Subcutaneous, Intramuscular, Inhalations etc.
- Applied nursing skills as needed: urinary catheter.
- Followed interdisciplinary communication to implement care for patients
- Reviewed lab results, implemented physician's orders and updated the authorized residents' families.

Prohealth Medical Center 2010-2014

Office Clerk and Medical Assistant

04/2010-10/2014

- Patient registration
- Insurance coverage verification
- Claim submission
- Patient medical history and purpose of visit
- Assistant to provider in all procedures (Ingrown nail removal, Incision and Laceration, Well Women exams, Ear irrigations)
- Vaccine inventory and ordering
- Vaccine administration
- Phlebotomist
- Lab order processing



CONTACT



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EDUCATION

2003-2005

Elmhurst College

Bachelor of Science Biology
Cum Laude

2015-2017

Waubensee Community College

Associates in Registered Nursing

SKILLSET

- Salesforce
- Word
- Excel
- Canva
- Certified in Spanish for MIS and PSP roles within the AstraZeneca project.
- Team Building
- Care Coaching
- Presentation
- Newsletter Editing
- Article Writing
- Employee Engagement