

FATIMA JALLOH

CLIENT OPERATIONS AND SERVICE DELIVERY | HEALTHCARE CLAIMS AND INSURANCE | AI ENABLEMENT,
PYTHON AND SQL

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PROFESSIONAL SUMMARY

Customer-facing professional with 10+ years owning account health, service workflows, and renewals across insurance, regulated healthcare claims, and higher education, now building AI-assisted tools hands-on and teaching non-technical teams to use them.

CORE CAPABILITIES

Customer success | Account health and renewals | Onboarding | Escalation management | Business reviews | Adoption measurement | Documentation | Cross-functional coordination | Applied Epic

EXPERIENCE

AI & Technology Specialist | Mstimaj Tech & AI Consulting | Jul 2025-Present

- Take clients from first conversation to working system, covering scoping, configuration, go-live and the training that makes adoption hold.
- Build full-stack applications on Next.js, React, Supabase and Vercel, and custom WordPress with PHP and JavaScript where that is the right tool.
- Engineer AI integrations against the Claude and OpenAI APIs, including custom MCP servers, n8n and Zapier automations.
- Integrate Stripe payments with access controls and sound data privacy practices.
- Write the documentation, playbooks and review criteria that let a non-technical team operate an AI-assisted workflow without me.
- Publish AI tool reviews and plain-language educational pieces that help non-technical readers understand tools, limits and where human review is required.

Client Service Associate | Arthur J. Gallagher | May 2022-Sep 2024

- Owned service delivery on a commercial property and casualty book, managing renewals, client documentation and reporting end to end in Applied Epic.
- Served as primary client contact, resolving coverage, documentation and renewal issues and coordinating across underwriting, claims and internal operations.
- Built and maintained detailed client CRM profiles covering policies, renewal schedules, coverage changes and compliance records, keeping accounts audit ready.
- Analyzed workflow data to identify inefficiencies and proposed process improvements that shortened turnaround on recurring service requests.
- Produced client-facing reports and documentation that improved transparency and performance tracking across the book.

MSW Program Administrative Assistant, then Department Assistant | Sacred Heart University | Jan 2020-May 2022

- Ran the Educational Review Process for a graduate program: produced mid-term and end-of-term grade reports, issued probation and dismissal letters, tracked students on probation and processed dismissal withdrawals.
- Owned advising operations, building and maintaining the faculty advisor list, assigning every incoming cohort, resolving registration and student plan issues and correcting inaccurate program plans.
- Administered the MSW presence in Blackboard, including master shell requests, orientations, the Connect to Success series and the workshop recording library.
- Entered the course schedule each trimester and maintained the course catalog, course inventory, academic calendar and departmental calendars.
- Collected and published syllabi each trimester against ADA compliance requirements, and managed textbook and publisher accounts including adoption in Follett.
- Handled departmental payroll and onboarded adjunct faculty each trimester, issuing orientation and welcome communications.

- Supported the MSW program reaffirmation process, mapping program delivery against external accreditation requirements.
- Updated program web content on the university and Wiley sites, and worked with IT and Data to improve recurring processes.

Billing Specialist, promoted to Account Manager Support Supervisor | Quick Med Claims | Apr 2018-Dec 2019

- Promoted to supervisor within one year of hire; led training, KPI tracking and standard operating procedure development for the billing team.
- Supervised the billing team and processed payroll, owning escalations and 911 and emergency medical services revenue cycle throughput from claim submission through payment posting.
- Researched, wrote and maintained billing policies, procedures and guidelines, and identified billing system improvements that raised team productivity.
- Drove client enrollment and credentialing with insurance providers and third-party payers through the clearinghouse to maximize reimbursement.
- Prepared and submitted 911 and emergency medical services claims with ICD-10 codes, modifiers and charges in line with federal and state regulation.
- Verified patient demographics and insurance eligibility across clearinghouse, IVR and EMR systems while maintaining HIPAA standards.
- Built and uploaded Medicaid batches to the Connecticut Department of Social Services and commercial batches to ZirMed, then identified, corrected and resubmitted rejected claims and batch errors.
- Worked aging accounts, denials, rejections and partial payments from report, preparing appeal letters and determining whether a claim error was system, coding or payer related.

SELECTED PROJECTS

- Mstimaj: Take clients from first use case through live adoption, including the prompts, written guidance, and review habits that keep quality up after handoff.
- Mstimaj.com: Built a retrieval-augmented AI assistant and defined the human-review gate applied before anything AI-assisted is published.

EDUCATION, CERTIFICATIONS & TOOLS

B.S., Information Technology, Sacred Heart University, May 2026

Google AI Professional Certificate, Google/Coursera (Aug 2026) | AI Fluency: Framework & Foundations, Anthropic (Jul 2026) | Claude 101, Anthropic (Jul 2026)

Claude Code, OpenAI Codex, ChatGPT, Gemini CLI, Python, JavaScript, SQL, REST APIs, GitHub, Supabase, PostgreSQL, n8n, Zapier, WordPress, Excel (pivot tables, VLOOKUP), Salesforce