



ARICA JAMES

SR. PROJECT MANAGER



Profile

Project Manager with over 10 years of experience managing complex IT, healthcare, and government projects. Proven track record of delivering projects on time and within budget using Agile and Waterfall methodologies. Skilled in stakeholder communication, process improvement, and resource management to align technical solutions with business objectives. Known for enhancing operational efficiency and ensuring compliance within regulated industries.

Contact



Phone

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Email

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Address

Houston, TX

Skills

- Project Management:
 - Agile, Waterfall, Scrum, Full Life Cycle Management
- Stakeholder & Client Relations
- IT Systems Implementation & Integration
- Process Improvement & Optimization
- Budgeting & Resource Allocation
- Risk Management & Mitigation
- Regulatory Compliance & Cybersecurity

Language

Spanish

English

Experience

Leidos QTC Health Service

November 2019 – Present (5 years, 7 months)

Sr. Project Manager

- Manage 50+ technical system implementations to improve performance and enhance operational efficiency.
- Lead cross-functional teams, utilizing Agile and Waterfall methodologies to ensure project alignment and on-time delivery.
- Oversee budgeting, resource allocation, and stakeholder communication to meet project objectives and regulatory requirements.
- Ensure cybersecurity compliance across projects, reducing vulnerabilities and enhancing data protection.

Housecall MD of Southern California

February 2018 – March 2019 (1 year, 1 month)

Operations Manager, Patient Admissions

- Managed a team of 20+ employees with a \$3 million budget, achieving cost reductions through optimized processes.
- Developed and launched a mobile app that reduced patient wait times by 3 hours via process automation.
- Increased patient retention by 50% through enhanced service training and customer-focused process improvements.

Cedars-Sinai Medical Center

April 2013 – February 2018 (4 years, 10 months)

Management Assistant III

- Managed a \$1.2 million research budget, optimizing allocation and reducing departmental expenses by 30%.
- Coordinated Continuing Medical Education (CME) programs, increasing compliance rates and decreasing time to credentialing.
- Streamlined workflows for clinical teams, improving response times and patient care coordination.

Seton Hospital

June 2009 – April 2013 (3 years, 10 months)

Project Coordinator

- Successfully implemented eClinicalWorks software, improving patient scheduling efficiency and increasing volume by 25%.
- Developed detailed project plans and budgets, enhancing resource allocation and project completion rates.
- Acted as SME for the eClinicalWorks go-live, reducing transition issues and staff errors.



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Certifications

- PMP
- PMI-ACP
- SCRUM
- Lean Six Sigma
- Medical Terminology
- Advanced Microsoft Suites
- Data Analytics

Technical Skills

- JIRA
- Trello
- Aprima Health Records
- eClinicalWorks
- Epic Systems
- Tableau
- CRM Software
- Microsoft Project
- Monday.com
- SalesForce
- PeopleSoft
- TruCare Health Case Management Software
- Component Management Software (CCMS)
- Amisys Advance DST Health Solutions Software
- Quality Management Solution Software
- TrackWise Macess, EXP Business Process Management
- Google Suite
- ADP
- QuickBooks
- SAP Concur

Additional Experience

Cenpatco Behavioral Health

January 2011 – June 2013 (2 years, 5 months)

Provider Relations Specialist

- Handled 100+ weekly calls for member and provider inquiries, improving response times and satisfaction by 50%.
- Processed 150 insurance claims daily, reducing rejections by 75% through enhanced training on claims processes.
- Enhanced outpatient request procedures, resulting in a 20% process efficiency increase.

Allergan Medical

January 2011 – June 2013 (2 years, 5 months)

Product Surveillance Specialist

- Investigated and managed complaint files to ensure compliance with FDA and international standards.
- Submitted 10 daily complaints to the FDA, ensuring prompt resolution and regulatory compliance.
- Processed reimbursement and product replacement claims with 100% accuracy.

Education

2020

Grand Canyon University

**Masters of Science,
Healthcare Administration**

Gained expertise in healthcare systems, policy, finance, and strategic planning, with a focus on project management, regulatory compliance, and operational efficiency. Developed skills in data-driven decision-making and leadership, applicable to complex healthcare and IT projects.

2008

Texas Southern University

**Corporate
Communications**

Built a strong foundation in organizational communication, public relations, and professional writing. Developed critical skills in stakeholder engagement, cross-functional team collaboration, and clear, concise communication, essential for effective project leadership and client relations.

1999

Rancho Cucamonga
High School

Diploma

Completed a comprehensive curriculum with a focus on foundational skills in communication, mathematics, and critical thinking, setting the groundwork for a successful career in healthcare administration, project management and team leadership.