

Jessica Obiageli Epps

EDUCATION

Masters of Business Administration (M.B.A.)

Anticipated Graduation: May 2017
University of Maryland

BACHELOR OF SCIENCE (B.S.) Public and Community Health and Biology

University of Maryland
College Park, Maryland

Certified Phlebotomy Technician (CPT)

American Academy of Phlebotomy Technicians (AAPT)
Baltimore, Maryland

OBJECTIVE & SUMMARY OF QUALIFICATIONS

Jessica Epps is an agile and ambitious, dedicated executive with comprehensive professional expertise in leading clinical training initiatives, program/project management, business processes, talent acquisition, operations management, and clinical research. Her imminent goals include obtaining a professional opportunity where her research, relationship management, and project management skills will be utilized to support teams dedicated to executing initiatives focused on Howard County. Jessica has over 10 years of experience in the healthcare and pharmaceutical industries, in addition to a proven ability to motivate both global and individual teams to meet stringent goals.

MEMBERSHIPS & ACCOMPLISHMENTS

- Project Management Institute Member (PMI)
- Johns Hopkins Faculty and Staff Association (BFSA)
- United States Congressional Leadership Award
- Johns Hopkins Hospital Star Award
- Member, American Public Health Association
- Member, American Red Cross Club

EMPLOYMENT HISTORY

Externship for MBA Program – University of Maryland: Adelphi, Maryland – (January 2016 – Present)
Experience effective process improvements and operational efficiencies related to creating strategic plans focused on executing clinical initiatives.

Continuing Medical Education Program Coordinator/Project Manager – Johns Hopkins University School of Medicine: Baltimore, Maryland (Division of Collaborative Education) – (January 2014 – January 2016)

- Served as the Johns Hopkins Project Manager responsible for the coordination and operational management of educational programs in the Continuing Medical Education (CME) Department.
- Managed multiple (approximately 50) cross-functional teams of approximately 20 resources (physicians, analysts, partners, testers, developers) across different organizations.
- Built and maintained relationships with internal and external stakeholders, including clinicians, legal department, communications department, associations, pharmaceutical companies, educational partners, etc.
- Recommended and recruited clinicians to serve on CME Advisory Board, peer review projects, and oversee CME activities (national conference symposia or online-based).
- In collaboration with medical education companies and clinicians, strategized and determined most effective formats for CME activities, reliable promotion tactics, and contracted most suitable vendors.
- Articulated and reviewed risks, actions, and milestone dates to senior management and governance team.
- Managed the development and reviewed grant proposal submissions.
- Travelled to CME symposia at national conferences, and met with external partners.
- Executed the commercialization and developed the engagement plan for CME activities, making certain activities appropriately conveyed drug development processes, recent research, treatment plans, followed JHU policies and were in-line external partner policies.
- Ensured the entire course budget, expected revenues, and expenses met financial goals of the program.
- Responsible for the development, analyses, and negotiations of all contracts, written and verbal with medical education and communication companies, commercial supporters, and other stakeholders.
- Collaborated with accreditation and government agencies, ensuring ACCME and state guidelines were met.
- Facilitated internal and external stakeholders with transparency reporting for payments and transfers of value made to healthcare professionals, in accordance with government regulations.

Accomplishments:

- Created and maintained excellent relationship with funders, resulting in consistent funding for initiatives.
- Successfully managed initiatives in all therapeutic areas with budgets ranging from \$90,000 to \$2 million USD.
- Improved partner relations by developing and presenting recommendations to escalate and resolve problems with external partners.
- Initiated and led successful marketing strategies for CME activities in collaboration with the Maryland Board of Physicians, American Board of Internal Medicine, Johns Hopkins Communications Department, etc.)
- Recipient of a positive annual review citing teamwork and excellent leadership skills.
- Received a commendation from Dean regarding excellent management skills in resolving a major issue.

Research Program Coordinator – Johns Hopkins University: Baltimore, Maryland (General Internal Medicine – Hematology/Oncology Department) Maryland iHOMES Network – Improving Health Outcomes and Medical Education for Individuals with Sickle Cell Disease – (July 2013 – January 2014) Funding ended abruptly.

- Assigned to iHOMES (Improving Health Outcomes for Individuals with Sickle Cell Disease) Project – study funded by the United States Department of Health and Human Services, Health Resources and Service Administration (HRSA).
- Assisted with the monitoring and management of research studies.
- Maintained study files, ensuring that documents are completed in accordance within expectations.
- Liaised with hematologists and primary care physicians in the development of research materials.

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- Attended and presented research progress at weekly clinical meetings.
- Utilized input from private investigators, communications department, and colleagues to develop marketing strategies for assigned projects.
- Traveled to local and national conferences to discuss SCD.
- Facilitated, maintained, led, and directed multiple projects that have increased the overall knowledge, improved clinical care, and led to innovative practices in the treatment of SCD.
- Utilized RedCap, EPIC, EPR, and POB to triage, analyze and collect clinical and adverse event data.
- Facilitated communication between project resources and participants.
- Prepare and review SOPs; in addition to QA and quarterly reports.
- Established and maintained primary care and dental services for children, adolescents and adults in Maryland who have sickle cell disease.
- Ensured that the project status information was collected and distributed to PIs, the regulatory department and all study team members.
- Assisted in the development of provider education tools to improve provider knowledge with treating patients with sickle cell disease.

Accomplishments:

- Praised for identifying complicated patients and partnering with clinicians to teach the patient's healthcare team about SCD care.
- Created relationships with local organizations, resulting in increased community awareness of SCD.
- Significantly reduced the amount of acute visits for SCD patients who established care with PCP.

Projects: Community Health Worker Program, Pediatric Emergency Department Quality Improvement, Primary Care and Dental Care Establishment for Patients, Patient Survey of Primary Care Providers, Maryland Sickle Cell Treatment Demonstration Project, Pediatric to Adult Transition Project

Public Health Internship: Data Assistant -- Johns Hopkins University: Baltimore, Maryland (Division of Pediatric Hematology and Oncology) -- (January 2013 -- June 2013)

- Assisted with the enrollment and data collection for assigned projects.
- Educated patients about the benefits of clinical research, and identified opportune times where patients and their families were able to participate in research efforts.
- Collaborated with hematology team in the development of transition programs for patients.
- Ensured that the project status information was collected and distributed to mentor/ PI and colleagues.
- Administered data collection tools, data entry of participant information; and ensured security and confidentiality of data.
- Utilized EPR and POB to analyze and collect clinic visit data.
- Developed patient education tools.
- Attended weekly clinical research and case-conference meetings.
- Shadowed hematologists and resident physicians during hospital rounds and clinic visits.

Accomplishments:

- Promoted to coordinator position due to excellent performance.
- Successfully recruited patients into research studies.
- Successfully collected patient samples.
- Successfully oversaw clinic operations in the absence of clinic manager.

Clinical Projects: Individualized Pain Plan, My Medical History, Improving Stroke Prevention in Children with Sickle Cell Anemia

Clinical Customer Service Coordinator - Johns Hopkins Hospital: Baltimore, Maryland (Medical Intensive Care Unit) -- (August 2011 -- January 2013)

- Drafted and assessed documents pertinent to unit operations.
- Responded appropriately to notifications from online systems.
- Utilized EPIC, and POB to triage, analyze and collect clinical and adverse event data.
- Addressed and resolved problems related to bed management, patient transfer, and physician assignments.
- Created marketing strategy for hand-washing initiatives.
- Ensured that clinicians and patients had access to medical resources (KOLs and literature).
- Ensured deliverables of high scientific quality, meeting internal and external quality standards
- Facilitated in the building of Electronic Medical Records, while ensuring each record is properly updated and contained pertinent information.
- Facilitated effective flow of information between patients and staff, serving as a central point of contact.
- Utilized current knowledge on medical terminology, communicable/nosocomial infections, state and local laws, and federal regulations to oversee Joint Commission mandated operations such as proper clinical documentation, proper orders, and patient identification.
- Provided administrative support for the scheduling and travel arrangements related to patient transport.
- Trained newly hired representatives, acquainting each individual with unit procedures and policies.

Accomplishments:

- Implemented and maintained cost effective unit operations.
- Spearheaded the development and implementation of strategic action plan template.

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- Recipient of a Hopkins Star Award for excellent patient care.
- Selected to assist with the transition to the new building (Zayed move).

Casual Office Assistant/Project Reach Intern - Johns Hopkins University: Baltimore, Maryland (*multiple departments*) - (June 2004 – June 2013)

- Assisted with multiple clinical research and department initiatives.
- Completed administrative tasks such as scheduling, filing, copying, etc.

Accomplishments:

- Successfully recruited patients into research studies.

Research Specialist -Center for Substance Abuse Research (CESAR):College Park, Maryland (Fall Internship 2012)

- Collaborated with others in the development a model for counties to use in completing prevention planning activities related to substance abuse.
- Researched and developed needs assessment reports, community assessment reports, and logic models through analyses of existing data such as focus groups, literature reviews, and interviews.
- Conducted strategic planning activities along with development and implementation of local evaluation plans.
- Responsible for study planning, implementation, protocol & consent form development including DMPs, IRB submission, site recruitment and development of patient recruitment materials.
- Evaluated the success, efficacy and future sustainability of ongoing projects.
- Researched private and federal grants.

Accomplishments:

- IRB Application approved with minimal comments.
- Praised for independent work methods.
- Successfully organized focus groups.

Professional Service Specialist – Bank of America: Greenbelt, Maryland – (January 2008 – July 2011)

- Identified customer needs and referred financial products and services to consumer and small business customers.
- Processed transactions accurately and efficiently to build customer confidence and trust, based on established policies and procedures.
- Built and sustained relationships with local businesses.
- Acted as Bank of America's face to the customer and consistently seek to delight our customers by demonstrating The Bank of America Spirit.
- Collaborated in financial advising of customers, providing each individual with a customizable account plan.
- Assisted in the creation and distribution of recruitment materials.
- Assembled and adhered to a financial budget for marketing materials and supply orders.

Accomplishments:

- High performer, praised for successful sale of banking products.
- Generated a significant amount of business relationships.
- Successfully managed and oversaw banking center with no management team member present.

PACE Emerging Leaders Science and Mathematics Educator - University of Maryland:

Princess Anne, Maryland – (Summer 2007)

- Applied knowledge of biology and mathematics while working with inter – disciplinary teams to address key objectives in improving retention and academic goals for underrepresented youth. -
- Conducted programmatic activities in accordance with University standards providing a mock environment to measure the student's potential success in a university setting.
- Assisted and instructed undergraduate students in classroom and laboratory setting.

Accomplishments:

- Successfully educated all students, resulting in full admission to the university.

SKILLS

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| ▪ Microsoft Windows | ▪ Clinical Research | ▪ Consumer Relationship Management Skills |
| ▪ Microsoft Office Suite | ▪ CTMS | ▪ Customer Service Skills |
| ▪ Basic Spanish and Igbo | ▪ Coordination of Activities | ▪ MS Visio |
| ▪ SPSS and STATA | ▪ Program Planning | ▪ MS SharePoint |
| ▪ Mapping (GIS, ARCOS) | ▪ Microsoft Project | |
| ▪ Virtual Desktop | ▪ Basecamp | |
| ▪ MS Project | ▪ Salesforce | |