

NUMAN KHALID

Numan-2011@hotmail.com | C: 646-384-1516 | New Jersey, 07095

Education

John Jay College of Criminal Justice

December 2022

Bachelor of Science in Criminal Justice/Homeland Security, Cum Laude

GPA: 3.52- Awarded Dean's List every college semester

Experience

Facility Support Specialist | **ShiftMed**

July 2023 - Present

- Collaborate closely with internal staffing team to match qualified healthcare professionals with facility requirements.
- Assist in coordinating schedules and shifts based on facility needs and availability of healthcare professionals.
- Monitoring employee attendance and issuing suspensions based on shift violations.
- Assisting with ShiftMed's manual operations which include adding assigned units for caregivers.
- Developing and maintaining strong relationships with healthcare facility staff, acting as a primary point of contact for staffing inquiries.

Canvasser | **In Field Strategies**

November 2023 – January 2024

- Knocked on 180+ doors in assigned neighborhoods in Iowa to speak with residents about voter registration and participating in the Iowa Caucuses.
- Made 250+ phone calls to potential voters to discuss key campaign messages, gather information, and answer questions.
- Engaged in conversations with voters to understand their perspectives, address concerns, and persuade undecided voters to support Nikki Haley and her efforts.

Eligibility Specialist | **New York City Human Resources Administration**

December 2022 – June 2023

- Computed and determined the amount of financial assistance for SNAP benefits by reviewing, obtaining, and verifying pertinent data for proper disbursements.
- Instructed and advised applicants/participants on proper procedures and appropriate forms to utilize.
- Received and reviewed documents submitted by applicants/participants to ensure compliance with agency guidelines and procedures to determine eligibility.

UnitedHealthcare | **Service Provider Advocate**

May 2022 – August 2022

- Resolved customer service inquiries and difficulties on the first contact by determining the subject and kind of help needed, such as benefits, medical claims, financial spending amounts, and correspondence.
- Prioritized calls that can be resolved immediately, using knowledge of sophisticated computer systems to determine the issue's current state, and responded appropriately.

Test and Trace Corps | **Contact Tracer/Escalation Monitor**

July 2020 – April 2022

- Utilized Salesforce to conduct COVID-19 case interviews and contact tracing using a trauma-informed, culturally sensitive approach that fosters trust and allows for the free exchange of information.
- Communicated with individuals in a wide range of emotional and physical states.
- Upheld the best customer service for New Yorkers.
- Collected and recorded information obtained from the case interviews and contact gathering into the data system in accordance with established policies and procedures.
- Facilitated and lead daily team meetings and coaching sessions on customer service and public health information.
- Provided colleagues feedback on call quality.

Volunteer Work

Auxiliary Program | **NYPD Auxiliary Police Officer**

September 2022- Present

High School Mentor | **South Bronx United**

March 2022- September 2022

Skills

Academic Writing

Urdu/Punjabi/Hindi

Microsoft Excel

Memo Writing

ZenDesk

Tableau

Intercom

Aircall

Workday

Report Writing

Customer Service

Quality Assurance

Police Science

Fundraising

Major Gift Solicitations

Slack