

ALINA ASIF

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PROFESSIONAL SUMMARY

Intake and admissions manager with a B.S. in Health Information Management and clinical-setting experience in Epic. Leads a four-member team across two locations, owns registration, eligibility review, documentation, and financial coordination end to end, and holds practice to federal, state, and regulatory requirements. Resolves insurance coverage, prior authorization, and patient cost questions directly.

CORE SKILLS

Registration & Intake: End-to-end intake and admission processing; eligibility verification; documentation accuracy; work queue management to defined turnaround times; high-volume throughput

Insurance & Financial: Third-party payer principles; coverage verification; prior authorization holds and rejections; patient cost and out-of-pocket counseling; financial clearance coordination

Leadership: Supervision of four including two managers; hiring, onboarding, and training; performance expectations and coaching; staffing coverage across two locations

Compliance & Records: HIPAA and patient privacy; FERPA; federal, state, and accreditation requirements; audit-ready documentation; policy and procedure development

Systems & Analysis: Epic; Tableau; Power BI; SPSS; R; Microsoft Office; institutional CRM and records systems; medical terminology

PROFESSIONAL EXPERIENCE

STELLAR CAREER COLLEGE

Chicago, IL and Crown Point, IN

Director of Admissions and Student Services

Feb 2025 – Present

- Direct all intake and admission functions for two locations: receiving inquiries, verifying documentation and eligibility, coordinating financial clearance, and completing admission.
- Supervise, hire, train, and evaluate a four-member team including two managers, setting performance expectations and managing staffing coverage across both sites.
- Maintain assigned work queues to defined turnaround times, holding a 24-hour response standard with actual response averaging one to two business hours.
- Maintain accurate records of inquiries, pending files, approvals, and denials, and produce weekly volume, throughput, and performance reporting in Tableau and Power BI for executive leadership.
- Develop the policies and procedures the department runs on, audit practice against federal, state, and accreditation requirements, and train staff on each; serve as institutional representative at ACCSC board meetings.
- Coordinate across financial services, academic departments, and compliance to resolve issues that cross department lines, and serve as escalation point for complex intake and billing concerns.
- Evaluate prior credentials for 15 to 20 transfer applicants per cohort against defined requirements and issue final determinations.

Manager of Admissions and Student Services

Sep 2023 – Feb 2025

- Managed daily intake and registration operations across both locations, coordinating applicant follow-up, documentation, and staff workflows so each stage stayed on schedule.
- Rebuilt intake workflows and communication procedures where no standard process existed, improving turnaround time and documentation accuracy.
- Built the onboarding and staff training programs the department still uses, and delivered more than 500 information and orientation sessions per year across both locations.

DULY HEALTH AND CARE

Lombard, IL

Patient Care Liaison / MRI Tech Aide

Oct 2022 – Sep 2023

- Entered, updated, and verified patient demographic and health information in Epic for scheduled imaging and outpatient services, maintaining accuracy at high daily volume.
- Served as liaison between patients, families, providers, and interdisciplinary clinical teams, resolving questions before the date of service and keeping handoffs clean.

- Coordinated scheduling and intake documentation, and maintained confidentiality and documentation standards under HIPAA and organizational policy.

CVS PHARMACY

RX Shift Supervisor

Lombard, IL

Mar 2020 – Feb 2023

- Supervised daily operations in a high-volume regulated pharmacy, training five team members and supervising interns on workflow, service standards, and compliance.
- Resolved insurance coverage rejections, prior authorization holds, and payer requirements with patients and providers, and explained coverage and out-of-pocket responsibility at the counter.
- Managed cash handling and daily deposits while maintaining privacy, documentation, and quality procedures.

UI HEALTH FAMILY MEDICINE

Professional Practice Intern

Chicago, IL

Mar 2022 – Apr 2022

- Analyzed provider utilization and scheduling efficiency in Excel and Tableau and presented findings to leadership to support access and throughput decisions.

COLLEGE OF DUPAGE

Academic Assistant II / Professional Tutor (Part-Time)

Glen Ellyn, IL

Jan 2025 – Present

Academic Assistant I / Professional Tutor (Part-Time)

May 2020 – Jan 2025

- Support students individually and in groups and maintain participation and progress records in TracCloud.

EDUCATION

UNIVERSITY OF ILLINOIS CHICAGO

Master of Education in Instructional Leadership – Policy Studies

Chicago, IL

Dec 2025

GPA: 4.00/4.00

Relevant Coursework: Urban Higher Education Organization & Governance; Higher Education Students & Equity; Educational Policy Studies; Cycles of Inquiry

Bachelor of Science in Health Information Management

May 2022

GPA: 3.65/4.00

COLLEGE OF DUPAGE

Associate of Science

Glen Ellyn, IL

May 2020

GPA: 3.64/4.00

CERTIFICATIONS

IBM: Databases and SQL for Data Science with Python; Introduction to Data Engineering

University of California, Davis: Analytical Solutions to Common Healthcare Problems; Healthcare Data Quality and Governance; Healthcare Data Literacy

ADDITIONAL

Professional Service & Affiliations: Institutional representative, ACCSC board meetings; UIC HIM Advisory Committee; AHIMA; ILHIMA; GIC HIMSS; Phi Kappa Theta

Honors & Awards: Student Chancellor Award, University of Illinois Chicago; Rita Finnegan Award; Human Relations Award; Latin Honors; ILHIMA Scholarship; GIC HIMSS Scholarship; STEM Scholarship

Languages: English; Urdu; Punjabi

Work Authorization: U.S. citizen; no visa sponsorship required