

Myka Williams

Alexandria, Virginia

Phone Number: (757)-503-3413 Email: Myka.w15@gmail.com

EDUCATION

Old Dominion University, Norfolk, VA

Expected Graduation: August 2025

Bachelor of Science in Health Service Administration, Minor in Management

PROFESSIONAL EXPERIENCE

NORTHERN VIRGINIA MENTAL HEALTH INSTITUTE

Psychiatric Technician

February 2025 – Present

- Monitor and observe patients' behaviors and moods to assess their mental state and provide appropriate interventions.
- Maintain accurate and up-to-date patient records, including documentation of incidents, progress, and any other observations.
- Strong communication skills to interact effectively with patients and team members.
- Work with a multidisciplinary team, including psychiatrists, nurses, social workers, and psychologists, to develop and implement patient care plans.

AUTOMATIC DATA PROCESSING (ADP), NORFOLK, VA

Benefits Specialist Intern

September 2022 – May 2023

- Strengthened the connection between clients and ADP through service and consultation.
- Supported client products and services and responded to and resolved questions relating to the administration of health, life, dental, vision, FSA, and disability insurance plans using a variety of tools.
- Utilized professional connections to gain skills and knowledge in industry-specific methods of customer service based on business support and acquisition.
- Collaborated with internal teams and external vendors to ensure program compliance and operational efficiency.

LIFENET HEALTH, VIRGINIA BEACH, VA

Human Resource Intern

June 2022 – August 2022

- Maintaining accurate and confidential records of employees, including personal data, payroll, attendance, and performance.
- Managing and utilizing Human Resource Information Systems (HRIS) to track and analyze employee data, such as attendance, benefits, and performance metrics.
- Generating HR reports to analyze trends in employee retention, turnover, engagement, and other key performance indicators.
- Administering employee benefits programs (health insurance, retirement plans, paid time off) and ensuring employees understand their options.

SKILLS & QUALIFICATIONS

- **Program Coordination & Compliance** – Experience in managing healthcare programs, ensuring policy adherence.
- **Patient Advocacy & Service Delivery** – Knowledge of healthcare access issues and payer-of-last-resort policies.
- **Data Collection & Reporting** – Experience analyzing and managing patient/employee data for compliance.
- **Policy Interpretation & Problem Resolution** – Strong ability to review, interpret, and apply policies to improve processes.
- **HIPAA & Privacy Compliance** – Adherence to strict confidentiality protocols regarding PHI and PII.
- **Effective Communication & Education** – Experience in educating clients on healthcare services and benefits.