**Fatima Hussaine**

*Philadelphia | PA |**fatima.hussaine@temple.edu*

**EDUCATION**

Temple University – Fox School of Business, Philadelphia, PA

***Bachelor of Business Administration***May 2026

Dual Major: Management Information Systems & Risk Management and Insurance | GPA: 3.92

Community College of Philadelphia, Philadelphia, PA

***Associate of Arts*** May 2023

Major: General Business | GPA: 4.0

**HONORS AND AWARDS**

Honors: Community College of Philadelphia Honors**,** Phi Theta Kappa Honor Society

Awards: Dual Admissions Scholarship, Merit Scholarship, Dean’s List for Fall of 2024, Spring of 2025

**EXPERIENCE**

Spectrum Community Health Services, Philadelphia, PA May 2025 – Present

***Prior Authorization Specialist***

* Collaborated with providers and nurses to complete and submit prior authorization forms for medications and procedures to insurance companies
* Advised providers on requirements for prior authorization forms to ensure accurate and timely submission
* Informed patients of approvals and next steps for medications or procedures

Willis Towers Watson, Philadelphia, PA June 2025 – August 2025

***Health and Benefit Intern***

* Reviewed and compared annual employee benefit plans, documenting key differences to support client deliverables
* Trained across multiple benefit plan areas to understand structures and compliance
* Supported client teams with benefits data and reporting to strengthen analytical skills

Spectrum Community Health Services, Philadelphia, PA July 2018 – August 2024

***Certified Medical Assistant***

* Assisted healthcare professionals at Community-based care in providing primary care to 40+ patients daily
* Recorded and updated medical histories and contact information in patient files
* Scheduled, updated, and managed patient appointments using the Athena Health platform
* Managed patient check-in process and performed vitals for the ready patient for the provider

Paris Gallery, Kuala Lumpur, Malaysia

***Supervisor*** April 2016 – February 2017

***Customer Service Associate*** April 2015 – April 2016

* Managed retail staffing operations for a luxury perfume store serving 35+ customers daily
* Used efficient inventory management techniques to display, organize, and store products
* Monitored and supervised team members to perform appropriate tasks and ensure efficient operations
* Trained 10+ staff members on store policies, procedures, and inventory guidelines

**CERTIFICATIONS**

***First Aid & CPR Certified***, American Red Cross March 2026

**SKILLS**

Software: Microsoft Word, Excel, PowerPoint

Languages: Native proficiency in Dari | Intermedia proficiency in Farsi, Hindi, and Urdu