

Mia M. Roberts



EDUCATION

University of North Florida, School of Public Health, 2006
Rehabilitation Counseling, Master of Science, Magna Cum Laude

Clark Atlanta University, Atlanta, Georgia, 2001
Biology, Bachelor of Science

COMMUNITY ENGAGEMENT

Amputee Coalition Member ~ Amputee Foundation of Greater Atlanta Member ~ Amputee Peer Spokesperson & Peer Visitor ~ Freedom Innovations, Inc. Prosthetic Print Model for Photographs, Posters, Pamphlets, and Digital Tool ~ Atlanta Prosthetics & Orthotics Billboard Model ~ Fourroux Prosthetics National Spokesmodel for TV Commercials ~ Alpha Kappa Alpha Sorority, Inc.

RELEVANT PROFESSIONAL EXPERIENCE

Fourroux Prosthetics, Duluth GA

Director of Operations, 2015 to present

- Develop, maintain, and implement tools, policies, and procedures to facilitate the identification, selection, and management of clients and vendors in support of engagements and business development pursuits.
- Provide vision, leadership, coordination, and strategic planning for operational excellence.
- Manage comprehensive organizational review and assessment to led 15-person team to analyze, update and modernize company processes and values.
- Direct financial management functions including development of monthly/quarterly billing statements, financial forecasts, and budgets. Manage all federal and financial reporting functions.
- Assess and determine clients' service needs and instructed these financial services and products to benefit the client.
- Manage and collaborate with colleagues to exchange information to expand company products and marketing information.
- Prepare all required forms and agreements to complete internal and external business transactions with vendors and government agencies.
- Review and interpreted government code to ensure safety, security, and maintenance of clients' files.
- Develop, manage, and maintain strategic alliances/partnerships with vendors and clients.
- Handle all direct community-based outreach and engagement.
- Regulate and reduce account receivables through insurance verifications.
- Assist other employees regarding pre-authorizations, billing, and denial practices
- Provide accurate office support to ensure efficient company operations.


Atlanta Prosthetics & Orthotics, Atlanta, GA

Management Administrator, 2010 to 2015

- Collaborated with sales, marketing and management to bolster client relationships, establish value proposition, and leverage relationships to achieve business growth objectives.
- Created comprehensive organizational review and assessment to led 20-person team to analyze, update and modernize company processes and values.
- Reviewed existing processes, systems and internal controls, and recommended improvements.
- Provided accurate office support to manage day-to-day operations.
- Managed accounts receivables and collections procedures.
- Executed training programs for 20+ employees regarding company operations and procedures.
- Generated and prepared business reports to access the management and growth of company.
- Analyzed inter-company procedures and autonomous multiple location operations.

Campus Advantage, Atlanta, GA

Assistant General Manager, 2008 to 2009

- Responsible for the direct collection and negotiation of monthly assessments, rental fees, and operating expenses.
- Meet with prospective clients to show properties, explain terms of occupancy, and retain appropriate security deposits.
- Investigate complaints, disturbances and violations and resolve problems following management rules and regulations within federal guidelines.
- Calculate, prepare, and issue bills, invoices, account statements, and other financial statements according to established procedures.
- Access computerized financial information to answer general questions as well as document information pertaining to clients, financial aid accounts, and collections.

Division of Vocational Rehabilitation, Jacksonville, FL

Vocational Rehabilitation Counselor Internist, 2006 to 2007

- Thoroughly educated and explained services provided at VR and which service providers were available to clients regarding service needed to become employed.
- Determined and verified eligibility for coordination of rehabilitation services within allotted federal timeline.
- Assessed clients' needs and designed rehabilitation programs to increase clients' quality of life by including relative community services and resources.
- Developed and maintained relationships with community health agencies by networking at various meetings, workshops, and health fairs.

Sulzbacher Center, Jacksonville, FL

Public Health Practicum, 2005 to 2006

- Provided people of the homeless population with the psychosocial support needed to cope with AIDS.
- Collaborated with other professionals to evaluate clients' medical condition to assess client needs.
- Identified prospective clients by following leads from existing clients, participating in community and local organization presentations, and mobile HIV testing.
- Referred client to community resources to assist in recovery and to provide access to services including financial assistance, public transportation, legal aid, housing, and job placement.

Uptown Check Cashing, Jacksonville, FL

Owner and Operator Manager, 2001 to 2004

- Prepared and reviewed operational reports to ensure accuracy and efficiency.
- Analyzed internal processes and implemented procedural changes to improve operations and public relations.
- Supervised the work of office and administrative employees to ensure adherence to quality standards, deadlines, and proper procedures.