

## ABIGAIL BAAH

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Human Resources | Registrar | Community Health Coordinator

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Highly dedicated and detailed-oriented U.S Army Veteran with an Associate Degree in Science currently pursuing a Bachelor Degree in Business Administration, blending a strong experience in Human Resources and Business Administration Systems. A motivated team player with a strong background in leadership, team coordination, and problem solving gained over the years. My trustworthiness, integrity and proficiency in managing classified information were emphasized by the award of an active Secret Security Clearance with an increased responsibility and authority to handle sensitive information.

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### AREA OF EXPERTISE

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|----------------------------------------------|-------------------------|
| ● Human Resources Information Systems (HRIS) | ● Data Entry            |
| ● Office Administration                      | ● Reliable              |
| ● Record Management                          | ● Adaptable             |
| ● Confidentiality                            | ● Flexible              |
| ● Customer Service                           | ● Communication         |
| ● Technical Proficiency                      | ● Detail oriented       |
| ● Microsoft Word/Excel/Office/Teams          | ● Organizational Skills |
|                                              | ● Multitasking          |

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### SUMMARY OF QUALIFICATIONS

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**Human Resources:** Highly dedicated Human Resources Specialist with a proven record of providing support to military personnel and their families. Skilled in maintaining personnel records, implementing Army policies, procedures, regulations and ensuring accurate personnel administration. Proficient in HR systems such as IPPS-A AND eMILPO to maintain data accuracy. Dynamic communication skills, good collaboration with diverse teams to achieve mission success and uphold the highest standards of confidentiality, professionalism and integrity in all HR functions within the military environment.

**Radiology Registrar:** Knowledgeable Registrar with a strong background in providing excellent customer service to patients. Experienced in managing patient registration, scheduling and maintaining accurate radiological records. Skilled in coordinating with radiologists and healthcare professionals to ensure organized workflow and timely patient care. Demonstrated strong communication and organizational skills with a commitment to maintaining patient confidentiality and compliance with healthcare regulations.

**Community Health Worker:** Skilled in educating about COVID-19 vaccinations by conducting outreach, addressing vaccine myths, addressing health concerns, offering healthcare resources and coordinating with clinics to set appointments for vaccinations. Experienced in assisting high risk elderly, immunocompromised and chronic conditions with their COVID-19 vaccination appointments. Proficient in researching and collecting areas with low vaccination rates, number of people vaccinated, institutions interested in collaborating for vaccinations and reporting to supervisors.

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## PROFESSIONAL EXPERIENCE

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**US Army Reserves-** Queens, NY

September 2022 - Present

**Human Resource Specialist-** Part-time

- Administer HR functions, including recruitment, onboarding, and employee relations.
- Facilitate training sessions to enhance team skills and knowledge in postal operations.
- Develop and maintain personnel records, ensuring accuracy and confidentiality.
- Coordinates with relevant offices to process pay, benefits and entitlements.
- Generates official orders for duty assignments, transfers, promotions and deployments.
- Collect and update personnel data such as training records, performance evaluations and awards.

**Stamford Health-** Stamford, Connecticut

January 2022 - June 2022

**Radiology Registrar-** Contract

- Registered patients for radiology procedures, ensuring accurate and efficient processing.
- Scheduled appointments and coordinated with medical staff to optimize workflow.
- Verified insurance information and processed authorizations for radiology services.
- Provided excellent customer service, addressing patient inquiries and concerns.
- Maintained patient confidentiality and handled sensitive information with care.
- Utilized medical terminology and knowledge to ensure accurate data entry and records.

**The Institute for Family Health-** New York, New York

August 2020 - November 2021

**Community Health Coordinator-** Contract

- Engaged community members to address concerns about COVID-19 and flu vaccines.
- Distributed educational materials on prevention, testing, and vaccination.
- Assisted in registering community members for vaccination appointments.
- Coordinated community-based events to promote health awareness and education.
- Utilized public speaking skills to effectively communicate health information.
- Conducted research to identify community health needs and tailor outreach programs.

**Rite Aid-** Bronx, New York

February 2020 - May 2021

**Pharmacy Technician-** Part-time

- Hand-counted medications, labeled prescriptions and maintained drug shelves.
- Operated Script Pro machine for accurate and efficient drug dispensation.
- Entered prescription data into the Next Generation system and processed insurance claims.
- Provided excellent customer service, addressed patient inquiries and concerns.
- Maintained confidentiality and handled sensitive information with professionalism.
- Ensured compliance with State and Federal pharmacy regulations.

**RF CUNY-** Bronx, New York

March 2020-August 2020

**Intern- Part- time**

- Answered phone calls, directed calls and provided basic information to callers.
- Greeted visitors, answered questions and provided information to students and faculty staff.
- Filed paperwork, entered student data into college systems and maintained confidentiality of sensitive information with professionalism.
- Assisted with planning and coordination of school events, meetings and assemblies.
- Maintained office supplies, tidiness and organization of office space.

**NYC Health + Hospitals- Bronx, New York**

May 2013-October 2019

**Service Aide- Part-time**

- Ensured floor refrigerator supplies and ensured proper operation.
- Assisted in food preparation, assembling meal trays, and ensuring dietary requirements for all patients.
- Transported meal trays to patient rooms and dining areas, ensuring timely and accurate delivery
- Restocked kitchen supplies with inventory level checks and ensured there were enough kitchen food and supplies for daily operations.
- Maintained cleanliness in the kitchen, food preparation areas and sanitization of equipment.

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**EDUCATION**

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**Southern New Hampshire University- Manchester, NH**

August 2026

Bachelor of Science- Business Administration w/ Human Resource Management

**Bronx Community College (CUNY)- Bronx, NY**

May 2020

Associate of Science

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**CERTIFICATIONS AND CLEARANCE**

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**Google Cybersecurity, Google**

November 2023

**Microsoft 365 Fundamentals, Microsoft**

November 2023

**Active Security Clearance, US Army**

September 2022

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**AWARDS**

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**Army Achievement Medal x 2, US Army**

October 2024

Issued by The Secretary of The Army

**Army Achievement Medal w "C" Device, US Army**

July 2024

Issued by The Secretary of The Army

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**LANGUAGE SKILLS**

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**Twí – Native Language**

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**REFERENCES**

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- Provided upon request.