

TISCH MIKHAIL LEWIS

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SUMMARY

Patient care & operations professional with 10+ years of experience supporting patients, coordinating care, improving workflows, & building strong relationships across healthcare & nonprofit organizations. Recognized for exceptional communication, process improvement, staff training, & delivering compassionate, detail-oriented service in fast-paced remote environments.

SELECTED WORK EXPERIENCE

Communication Center Representative, Complex Care Solutions • 2026

- Coordinated in-home & virtual assessments for health plan members through high-volume inbound & outbound outreach, increasing member engagement through empathetic communication
- Maintained accurate scheduling documentation while collaborating with clinical staff to ensure timely member appointments

Patient Support Representative, Accompany Health • 2025

- Handled high-volume inbound member calls while maintaining accurate documentation & ensuring timely resolution
- Mentored new Patient Support Representatives through one-on-one & small-group coaching, improving onboarding consistency

Patient Care Advocate, Walgreens Specialty Pharmacy • 2024

- Managed high-volume inbound & outbound patient communications regarding medication orders, pharmacy services, & non-clinical inquiries, coordinating with pharmacists, clinicians, insurance verification teams, & specialized departments to ensure timely resolution

Care Coordinator / Senior Care Coordinator, Plume • 2020 - 2023

- Guided prospective patients through the onboarding process, providing personalized support & resolving barriers to accessing care
- Coordinated complex patient inquiries by partnering with providers & clinical teams to ensure timely, accurate resolution while building trusted relationships with patients requiring individualized support
- Partnered with the Project Manager to develop internal documentation & knowledge resources, improving workflow consistency, team efficiency, & patient safety through process improvements
- Consistently exceeded productivity goals while maintaining a low error rate & delivering high-quality, empathetic patient support
- Mentored Care Coordinators & led one-on-one & small-group training to strengthen team performance & patient care
- Identified opportunities to improve clinical workflows & documentation, contributing to more efficient operations & an enhanced member experience
- Promoted to Senior Care Coordinator with additional responsibility for weekend staff management & patient refund processing

Volunteer & Event Coordinator, Mid-Michigan Children's Museum • 2020

- Recruited, trained, & coordinated volunteers to support museum programming & community events
- Planned & executed the museum's annual fundraiser & other public events
- Led the refurbishment of the mosaic in the *Water, Water Everywhere* exhibit

Art Gallery Coordinator, Saginaw Valley State University • 2016 - 2020

- Managed marketing and communications for the gallery, promoting exhibitions through media outreach, print campaigns, social media, and the gallery website, including launching its Instagram presence
- Managed the gallery operating budget, processed payments, and maintained financial documentation for exhibitions and artist contracts

- Coordinated the exhibition lifecycle by organizing artist submissions, facilitating committee reviews, scheduling exhibitions, and overseeing project timelines
- Served as the primary liaison among artists, faculty, students, administrators, and community partners, fostering collaborative relationships and ensuring successful exhibitions and public programming

Web Support Help Desk, Morley Companies • 2016 - 2020

- Provided technical support across four lines of business (members, employers, providers, & insurance agents), diagnosing & resolving complex account & system issues through inbound customer support
- Documented & escalated technical issues through help desk ticketing systems, educated callers through the problem-solving process, & identified opportunities to improve procedures & documentation

Market Research Interviewer, Morley Companies • 2013 – 2016

- Conducted inbound & outbound customer interactions for consumer research & health insurance inquiries, delivering professional service & collecting accurate survey data
- Maintained customer records & survey data using Salesforce, Microsoft Excel, & other CRM systems, ensuring data accuracy & integrity

Quality Assessor, Morley Companies • 2015

- Developed quality monitoring guidelines for health insurance projects, improving the accuracy & consistency of agent communications
- Coached & mentored agents through real-time feedback, served as a departmental knowledge resource, & provided temporary Team Lead support for pre-enrollment & welcome call projects

LEADERSHIP & COMMUNITY ENGAGEMENT

2025-Present, Webmaster & Website Committee mem., NCA Michigan, Detroit, MI

2025-Present, Exhibition Committee mem., Swords into Plowshares Gallery, Detroit, MI

2024-Present, Strategic Partnership Coordinator, Hatch Art, Hamtramck, MI

2023, Painting Instructor, *Paint'd with Style*, S.T.Y.L.E. Mentoring, Southfield, MI

2023-2024, Board mem., Hatch: A Hamtramck Art Collective, Hamtramck, MI

2022-Present, Gallery Assistant, Hatch Art Gallery, Hamtramck, MI

2020, Economic Justice Alliance of Michigan Fellow (Digital), Detroit, MI

2019-2020, Executive Secretary, Saginaw African Cultural Festival, Saginaw, MI

2018, Post-Baccalaureate level Artist Residency, Tyler School of Art & Architecture, Phila., PA

2017-18, Art Critic, Eye on Arts & Saginaw Art Museum, Saginaw, MI.

2018-2020, Art Committee Chair, Saginaw African Cultural Festival, Saginaw, MI

2016-2018, General Volunteer, Painting Instructor, Power of Dad, Saginaw, MI

EDUCATION

BFA *magna cum laude* 2D, Painting, Central Michigan University, Mt. Pleasant, MI

AFA *cum laude* Art & Design, Delta College, University Center, MI

SKILLS

Care Coordination • Patient Advocacy • Project Coordination • CRM (Salesforce) • Microsoft Office • Google Workspace • Documentation • Process Improvement • Staff Training • HIPAA • Community Engagement • Technical Support