

Anila Nicklos

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OBJECTIVE

To obtain a position as a leader in the training or administrative area of an organization that leverages my skills and allows me to add significant value to the organization.

PROFILE

- Highly motivated, results-oriented leader with a strong commitment to management, facilitation, communication, and ongoing professional development
- A collaborator, teacher, servant leader, and mentor.

KEY SKILLS

<u>Managerial Experience</u>	<u>Systems / Software Experience</u>	<u>Specialized Experience</u>
<ul style="list-style-type: none">• Global Health Care Organizations• Program Management• Project Management• Office Management• Enterprise Communication• Executive Team Communication• Enterprise Program Rollouts• Mediation & Negotiation	<ul style="list-style-type: none">• Electronic Health Care Systems• Epic Medical System• Tebra Health Care System• MLS – Management Learning System• Training and Education• ADP Payroll• HR Information Systems• Excel, Word, PowerPoint, SharePoint	<ul style="list-style-type: none">• HIPPA• Coaching• Cybersecurity• Team Building• Published Author• Diversity and Inclusion• Interpreter• Multi-Lingual

EXPERIENCE

iCARE MOBILE MEDICINE **Office Manager**

Miami, Florida
May 2022 – Present

- Managed the operations of the organization and coordinated the work of the clinical and non-clinical teams
- Provided leadership in patient relations, patient processes, and employee management
- Conducted onboarding and the training of new employees while working closely with Human Resources
- Assisted with the implementation of a medical records system
- Created and implemented best practices across the organization.

UNIVERSITY OF MIAMI **Instructional Designer and Program Manager**

Miami, Florida
November 2018 – 2019

- Provided servant leadership to the newly formed Workday Super Users Community
- Collaborated with other departments in raising information security awareness through group presentations and The Privacy Day Fair event
- Designed, implemented, facilitated, and evaluated cybersecurity training for employees of the university
- Created an informative welcome onboarding process for new employees
- Authored articles regarding information security awareness and other topics
- Delivered customized online seminar trainings to departments.

CLEVELAND CLINIC **Program Manager**

Cleveland, Ohio
April 2012 – June 2015

- Founded the Global Employee Resource Group, and its signature program, the Global Caregiver Ambassador
- Worked with leadership, medical directors, hospital presidents, and human resources business partners to ensure the understanding of the strategy
- Provided leadership and expertise in cultural competency for employees as well as culturally competent medical care for patients
- Designed, implemented, facilitated, and evaluated cultural competency training for over 1,000 employees

annually, receiving excellent evaluation scores with each training

- Provided servant leadership to Employee Resource Groups and implemented over 20 programs annually such as lunch and learn, speaking engagement, and themed diversity programming
- Increased the number of participants by 50%, the knowledge before and after the programs by 15-20%, decreased budget expenses by 50-65%, and created newsletters and website pages for the Employee Resource Groups
- Designed and implemented Employee Resource Groups and Diversity Councils metrics and tools
- Provided executive summary report from training and recommendations
- Received an award for the leadership of various initiatives of Women in Search of Excellence Employee Resource Group
- Forged executive team relationships which in turn impacted the overall success and visibility of Diversity and Inclusion (D&I) in the organization
- Consulted and coached leadership and employees with diversity conflict concerns
- Researched and managed diversity and inclusion vendor product process with VisionSpring Inc, and Diversity Resources
- Developed and implemented programs that embed D&I within the organizational culture and practices.

Ombudsman

October 2008 – April 2012

- Managed over 120 cases a month and delivered cost saving outcomes
- Worked with various departments in developing programs and services to meet the defined needs of the primary customers
- Determined process improvement recommendations and provided support to appropriate parties
- Advised management, identified patterns and trends, and made recommendations for changes to policy and procedures
- Provided leadership and/or consultation to committees that impact consumer needs
- Functioned as the Engagement Coach of the Ombudsman Department
- Provided training for residents and fellows.

Global Patient Services Interpreter

June 2007 – October 2008

- Facilitated communication from Albanian into English between Albanian patient and physician
- Provided assistance with international patient's appointment arrangements.

LEADERSHIP AWARDS

- Congressional Certificate of Recognition
- International Woman of the Year
- Cleveland Clinic's Women's Employee Resource Group
- City of Cleveland Resolution of Recognition

CIVIC ENGAGEMENT

- Elite Women Around the World (Board Member)
- International Service Center (Board of Trustee Member)
- International Community Council (Board Member)
- Immigrants and Minority Business Alliance (Board Member)
- Case Western Reserve (International Woman's Mentor)
- Cleveland Leadership Center (Leadership Council)
- Global Cleveland (Mentor)
- Cleveland City Hall (Sister Cities)
- Cleveland Federation of Cultural Gardens (Delegate)

EDUCATION

CLEVELAND STATE UNIVERSITY, Cleveland, Ohio

Master of Education, Adult Learning and Development, 2003
Graduate Certificate, Diversity Management, 2014
