

## **Janece Keyes-Shanklin**

1166 Urban Drive  
Columbus, OH 43229

### **SUMMARY:**

I am a talented leader with expertise in assisting individuals in aligning their strengths with the agency's mission. Proficient in change management, project management and teambuilding initiatives to meet and exceed goals. I continue to develop and thrive to positively impact others and our community.

### **EXPERIENCE:**

**11/2019 – Present**

#### **Injury Management Supervisor Ohio Bureau of Workers' Compensation**

Columbus, OH

- Supervise a team of specialists managing the compensation of Ohio's injured workers.
- Ensure operations are compliant with state, federal laws, rules, and regulations.
- Conduct reviews of case assignments and monitors the quality, accuracy, and productivity.
- Serve on a strategic planning committee to enhance our customers' experiences.

**04/2014 – 11/2019**

#### **Program Manager Ohio Bureau of Workers' Compensation**

Columbus, OH

- Create, update, and implement policies and procedures for program enhancement.
- Create and implement surveys and analyze results for program/performance enhancements.
- Analyze and resolve concerns from stakeholders, injured workers, attorneys and staff regarding physician exams and report content.
- Track reimbursement totals of contracted physicians to manage fair rotation and reimbursement of all contracted physicians.
- Determine training needs and develop trainings based on need.
- Conduct staff performance evaluations.
- Provide mentorships and performance improvement plans for staff.
- Conduct interviews and perform staff terminations.

**4/2008 – 4/2014**

#### **Medical Billing Supervisor Concord Counseling Services**

Columbus, OH

- Supervise the daily operations of the billing staff.
- Present financial outcomes to Leadership and Board members.
- Obtain funding sources for reduced or free psychotherapy services for the community
- Serve on Leadership Team to aid in the development of community mental health programs

**614-893-9512**

**[janecekeyes@gmail.com](mailto:janecekeyes@gmail.com)**

## **Janece Keyes-Shanklin**

1166 Urban Drive  
Columbus, OH 43229

- Provide training to clinical staff on coding and documenting.

**6/2010 – 2/2011**

### **Medical Insurance Billing and Coding – Evening Instructor**

#### **Everest Institute**

Columbus, OH

- Planned billing and coding lessons based on program directives.
- Utilize various teaching methods for diverse learning styles.
- Design, administer, and grade exams to assess knowledge

**10/2007 – 01/2008**

### **Medical Administrative Specialist – Evening Instructor**

#### **Ohio Institute of Health Careers**

Columbus, OH

- Created lesson plans according to curriculum guidelines on medical/dental coding and billing practices.
- Created PowerPoint presentations, exams, quizzes, and daily activities to educate students.
- Prepared students to take the Certified Professional Coder's exam.

## **EDUCATION:**

**Winter 2023**

### **Master of Public Administration and Leadership**

#### **The Ohio State University – Online**

Serving on the Accreditation Taskforce Committee for the Masters' degree programs at the John Glenn College of Public Affairs

**10/14/2021**

### **WELD Certification in Government Boards and Commissions Governance Program**

**10/03/2019**

### **Lean/Six Sigma Green Belt Certification Training**

**06/14/2018**

### **Prosci Change Management Practitioner Program Change Practitioner Certificate**

**12/10/2006**

### **Bachelor's Degree in Arts and Sciences - Strategic Communication**

#### **The Ohio State University – Main Campus**

Columbus, OH

3.1 GPA

Dean's List

**01/1994**

### **Diploma – Medical Office Assistant**

#### **Kentucky College of Technology**

Louisville, KY

Dean's List

## **REFERENCES FURNISHED UPON REQUEST**