

KENEISHA MCINTOSH

Wilmington, DE | E-Mail: keneisha_mcintosh@yahoo.com

PROFILE

With a background in healthcare and newly certified in Biomanufacturing, I bring a unique blend of patient-centered care and technical training to the life sciences industry. My experience supporting vulnerable and elderly populations has sharpened my attention to detail, communication skills, and commitment to safety, all of which translate seamlessly to regulated manufacturing environments. Through hands-on training in metrology, cleanroom procedures, and Quality Management Systems QMS, I am prepared to support operations that demand precision, compliance, and product integrity, while carrying forward the compassion and discipline I practiced in healthcare.

TECHNICAL TRAINING & PROFESSIONAL SKILLS

- Foundations of Cybersecurity (Coursera training)
 - CPA
 - HIPPA
 - QMS
 - IAM
 - CCNA
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EDUCATION

BioManufacturing — BioConnect DE, Newark, DE July 2025
Certificate of Completion

Strayer University, Wilmington, DE In progress
Bachelor's Degree in Information Technology

Dawn Career Institute — Certified Nursing Assistant (CNA)
Certification

National Vocational Qualification of Jamaica (NVQJ) — Business Administration Level II Jan. 2010
Certification

York Castle High School, St. Ann, Jamaica 2009
High School Diploma, CXC Examinations: English, Social Studies, Integrated Science, & Office Administration

LANGUAGES SPOKEN

Fluent in English

WORK EXPERIENCE

Centene Cooperation 2022 – Present
Management Support Coordinator III

- Lead communication and documentation processes
- Conduct comprehensive chart reviews and audits
- Manage Interdisciplinary Team IDT meetings
- Support provider and leadership communications
- Streamline administrative support tasks
- Foster team coordination and cross-departmental collaboration
- Improve authorization workflow
- Ensure accurate eligibility verification and contact logging
- Create and manage referrals and authorizations
- Deliver high-quality member and team support

Your Own Home LLC — Wilmington, DE 2024
Certified Nursing Assistant

- Deliver compassionate personal care and mobility assistance in alignment with individualized care plans, ensuring client comfort and safety
- Monitor and document vital signs, administer medications, and support prescribed physical therapy and exercise routines
- Assist with daily living needs, including meal preparation, light housekeeping, and emotional support, while maintaining a clean and supportive environment

ChristianaCare Hospital — Newark, DE

Apr. 2018 – Oct. 2023

- Patient Care Technician & Environmental Services
- Provide direct patient care including ADLs (bathing, grooming, toileting, oral care), mobility assistance, and feeding support while ensuring patient dignity and comfort
- Monitor and document vital signs, intake/output, and patient status; promptly report any changes to nursing staff to support quality clinical care
- Maintain a clean, safe environment by sanitizing equipment and patient areas, restocking supplies, and completing end-of-shift housekeeping tasks in compliance with infection control protocols
- Maintain a clean, safe, and sanitary hospital environment by performing routine cleaning, disinfecting patient rooms, and following strict infection control protocols to support patient health and safety
- Provided excellent customer service by taking accurate orders, offering personalized suggestions, and ensuring a welcoming dining experience
- Collaborated closely with kitchen and serving staff to maintain smooth operations and promptly address customer needs
- Assisted clients with personal care, daily living activities, and transportation needs while promoting independence and emotional wellbeing
- Maintained a safe and clean home environment, including meal preparation and adherence to individualized care plans

Mallori Construction — Wilmington, DE

Jun. 2016 – Sept. 2017

Office Administrative Assistant

- Managed all aspects of customer interactions with professionalism and efficiency
- Respond promptly to customer and vendor inquiries, maintaining high standards of communication
- Provided cross-departmental support to ensure seamless operations during staffing shortages

J & L Auto Parts — Kingston, Jamaica

May 2015 – May 2016

Office Administrative Assistant

- Handled customer communication, employee payroll, bill payments, and onboarding of new employees
 - Collaborated with management on operational planning and process improvements to meet company goals
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