

# IRENE DOLES-FAHEEM

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## PROFILE

I recently completed an eight-week hands-on, immersive training program through Bio Connect DE, designed and taught by industry-experienced scientists. I have a proven ability to manage day-to-day technical operations, including training staff, problem-solving, and maintaining inventory. I am seeking to apply leadership, technical experience, and manufacturing education toward a dynamic career in biomanufacturing.

## TECHNICAL TRAINING & PROFESSIONAL SKILLS

- Problem Solving
- Teamwork
- Quality Management Systems (ISO 9001)
- GDP and GMP Training

## EDUCATION

**BioManufacturing — BioConnect DE, Newark, DE**  
*Certificate of Completion*

**February 2026**

**Medical Billing and Coding — Delaware Technical Community College**  
*Certificate of Completion*

**2019**

## WORK EXPERIENCE

**Southern Glaciers Wine and Sprints**

**May 2022 - June 2024**

*Accounts Receivable Liaison*

- Processed and posted customer payments in Sapphire with high accuracy, reconciling discrepancies and maintaining detailed account documentation.
- Collaborated cross-functionally with sales, warehouse, drivers, pricing, and customer service to resolve billing issues and collect outstanding balances.
- Managed monthly statement distribution and communicated delivery term changes to customers and sales teams.
- Handled high-volume customer and driver inquiries, resolving issues efficiently under tight deadlines.
- Escalated complex account issues as needed to ensure timely resolution.
- Maintained up-to-date, accurate customer accounts while delivering high standards of customer service.
- Worked independently and as part of a team to support AR operations and strengthen client relationships.

**Robert Half (Contractor) Polymer Technologies**

**June 2022 - October 2022**

*Account Receivable Specialist*

- Managed end-to-end invoice processing and reconciliation, ensuring compliance with payment terms and reducing outstanding balances.
- Improved billing cycle efficiency by resolving discrepancies and capturing early payment discounts.
- Supported monthly and quarterly close processes through accurate reporting and proactive communication with management.
- Strengthened vendor relationships by resolving inquiries quickly and coordinating payment arrangements.

**Christiana Care Health Systems | Newark, DE**

**September 2000 - October 2016**

*Hospital Billing Representative – Corporate Finance*

- Analyzed insurance claims to determine liability and ensure accurate billing using electronic claims systems.
- Processed high volumes of first- and third-party insurance claims while performing quality checks on rejected submissions.
- Conducted AR follow-ups and reconciliations to confirm payment status and resolve outstanding claim issues.
- Collaborated with insurance agents and carriers to correct errors, submit medical records, and provide itemized billing from PowerChart to accelerate reimbursements.
- Maintained accurate patient insurance and authorization information in Soarian to ensure claims were billed to the correct payer.
- Reconciled daily audit reports and updated control logs to support compliance and financial accuracy.