ATIYA AVERY
Assistant Professor of IS

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RESEARCH INTERESTS

My research interests are focused on two broad streams of questions related to 1) Technology, Risk, and Resilience and 2) Technology and Society; through my work, I hope to advance academic discourse in minimizing the harms and increasing the benefits of technology while shaping policies and best practices.

RECENT ACADEMIC POSITIONS

Assistant Professor of Information Systems
August 2021 – present
Auburn University

Clinical Assistant Professor of Information Systems
August 2019- June 2021
University of Alabama in Huntsville

Electronic Security & Privacy Research Fellow
August 2016- December 2018
National Science Foundation- Integrative Graduate Education and Research Traineeship Program (IGERT)
University of Illinois at Chicago

SELECTED PUBLICATIONS

Avery A, Baker EW, Wright B, Avery I, Gomez D. Media Framing and Portrayals of Ransomware Impacts on Informatics, Employees, and Patients: A Systematic Media Literature Review. *Journal of Medical Internet Research. 16/12/2024:59231* (forthcoming/in press). DOI: 10.2196/59231. URL: https://preprints.jmir.org/preprint/59231

Avery, A., Pratt, R. M., & Gomez, D. (2022). Reducing warrant executions on incorrect addresses: A case of the Fulton County sheriff's use of a criminal justice information system. *Journal of Information Technology Case and Application Research,* 24(4), 250–271.

Avery, A. (2021). After the disclosure: measuring the short-term and long-term impacts of data breach disclosures on the financial performance of organizations. *Information and Computer Security, 29*(3), 500525.

REFERENCES

[Available Upon Request]

EDUCATION

PhD Management Information Systems
Dissertation Title: *Examining the Outcomes and Organizational Responses of IT Security Breaches*
University of Illinois at Chicago

Master of Science Managerial Sciences
Dual Concentrations: Business Analysis & Operations Management

Bachelor of Business Administration
Risk Management and Insurance
Robinson College of Business Honors Program
Georgia State University

DESIGNATIONS

Certified Information Systems Security Professional (CISSP)

CompTIA Security+

Associate of Risk Management Designation (ARM)

TANGIBLE SKILLS

Data Analytic and Statistical Tools: NVivo, SAS, MINITAB, SPSS, MySQL, Oracle, R, Stata, SmartPLS, AMOS, RapidMiner, and
Scripting/Programming: SQL
Survey Design
Interviews
Large Dataset Collation

RESEARCH

JOURNAL ARTICLES ACCEPTED

Avery A, Baker EW, Wright B, Avery I, Gomez D. Media Framing and Portrayals of Ransomware Impacts on Informatics, Employees, and Patients: A Systematic Media Literature Review. *Journal of Medical Internet Research*. 16/12/2024:59231 (forthcoming/in press). DOI: 10.2196/59231. URL: https://preprints.jmir.org/preprint/59231

Wiley, J. M., & **Avery, A**. (2023). Enhancing Your Teaching Methods: An Information Literacy-Based Approach to Developing Course Assignments. *Communications of the Association for Information Systems*, 53(1), 37.

Avery, A., Pratt, R. M., & Gomez, D. (2022). Reducing warrant executions on incorrect addresses: A case of the Fulton County sheriff's use of a criminal justice information system. *Journal of Information Technology Case and Application Research,* 24(4), 250–271.

Avery, A. (2022). Surveilling the SnackKids: Street Entrepreneurship Meets a Neighborhood App. *Communications of the Association for Information Systems*, 51(1), 7.

Avery, A. (2021). After the disclosure: measuring the short-term and long-term impacts of data breach disclosures on the financial performance of organizations. *Information and Computer Security*, 29(3), 500525.

WORKING PAPERS UNDER PREPARATION OR REVIEW

Rhue, L., **Avery, A**., Clark, J., *Not Time but Place: Location vs. Previous Choices for Prosocial Crowdfunding Recommendation Strategies.* Under third-round review at Management Information Systems Quarterly

Avery, A., Su, Y., Qiu, L., *Bridging the Divide, Widening the Risk: Broadband Access, Digital Equity, and the Fight Against Internet-Based Crimes.* Under review at Information Systems Research

Avery, A., Baker, L., Our Systems are Down! Theorizing Emerging Technology-driven Skill Degradation Risks **_preparing_** for submission to the Academy of Management Review

Green, B., **Avery, A.**, *Extended Reality-Enhanced Predictive Policing: Transformative Implications for the Work of Law Enforcement*. Reject and resubmit at the Journal of Strategic Information Systems.

Avery, A., Maier, C., Thomas, T., *The First Office of Digital Equity: How a Local Municipality Established the Role of the Digital Equity Administrator to Tackle its Digital Divide.* Under review at the European Journal of Information Systems

Avery, A., Johnson, C., Oakley, R., Agarwal, L., Baker, E., Exploring Online Cybersecurity Certification Communities Amidst the Cybersecurity Talent Shortage **_preparing_** for submission to Information Systems Journal

Qi, K, **Avery, A.**, Han, S., Dinger, M., *Systems vs. Neighbors: Peers' Impact on EMR Adoption from Empirical Evidence of U.S. Hospitals.* Under review at Information and Management

Qi, K, Han, S., **Avery, A.**, Dinger, M., *The Moderating Role of IT in Nurturing R&D Efforts for Innovation* **preparing** for submission to International Journal of Information Management

Zhao, S., **Avery, A.**, Xu, P., Gratitude with Expectations: Exploring the Roles of Availability and Accessibility in Online Consumer Reviews During a Crisis Event **_preparing_** for submission to Journal of Business Research

Avery, A., A Purpose-Socio-Technical Transparency Ontology for Emerging Technology Readiness in Democratic Contexts: The Case of the US Criminal Justice Information Systems ***preparing*** for submission to Decision Support Systems

Avery, A., Dinger, M., Maier, C., *Technology-driven Skills Degradation: An Integrated Systematic Review and Research Agenda.* Under second-round review at the Data Base for Advances in Information Systems

Craig, K., **Avery, A**., *Trust in Technology in Causal Models: Cause or Moderator?* Under review at Communications of the Association for Information Systems

*CABS- Chartered Association of Business Schools Journal Ranking List for 2024
* There are additional projects not listed that are not in the working paper phase. I will be happy to discuss them!

PUBLICLY AVAILABLE WORKING PAPERS

Avery, Atiya, and Aljarallah, Amer. "Do You Belong in that Space? Measuring the Characteristics and Identifying the Implications of Homophily in a Premier IS Co-Authorship Network." (June 1, 2018) (2018). *SSRN*

REFEREED ARTICLES IN PROCEEDINGS

Avery, Atiya and Xu, Pei, "Gratitude with Expectations: Exploring the Role of Restaurant Delivery and Food Availability on Online Customer Reviews During the COVID-19 Pandemic" (2023). AMCIS 2023 Proceedings. 10.
https://aisel.aisnet.org/amcis2023/soc_inclusion/social_inclusion/10

Audrey, O; **Avery**, A.," Small Business Supply Chain Information Systems: A Review of the Literature on Digitization in the Context of the COVID-19 Pandemic" (2023). Southern Association of Information Systems 2023 Proceedings

Giles, R**; Avery**, A," Exploring the U.S. Criminal Justice Information Systems as an Artifact through an Unearthing and Examination of Web Objects. Southern Association of Information Systems 2023 Proceedings

Avery, Atiya and Wang, Yen-Yao, "Competing on IT Security: A Proposed Taxonomy of the Relationship Among IT Security Management Activities, Resources, and Intellectual Capital Development" (2021). AMCIS 2021 Proceedings.
https://aisel.aisnet.org/amcis2021/sig_acctinfosystem_asys/sig_acctinfosystem_asys/4

Avery, A.; Cybersecurity Scenario Modeling: Imagining the Black Swans for Digital Infrastructure's Risk Management. Forthcoming. *Proceedings of the 23rd Annual Southern Association for Information Systems Conference*, Virtual, September 2020.

Avery, A., Oakley, R. L. (2019). The Business Case for IT Security as a Core Course in IS Curriculum, *Proceedings of the 24th Americas Conference on Information Systems*, Cancun, MX, August 2019.

Avery, A.; Gomez, D.; Subliminal Profiling: Ethical Considerations for the Use of Online Identities in the Age of the Internet Search Engine. *Proceedings of the 13th Annual Pre-ICIS Workshop on Information Security and Privacy.* San Francisco, California, December 2018.

Avery, A; Ranganathan, C; Why Analytics Governance? A Healthcare Application. TREO Talk presented at the 23rd Annual America's Conference on Information Systems—P*roceedings of the 23rd Annual America's Conference on Information Systems*, Boston, Massachusetts, August 2017.

Avery, A.; Ranganathan, C.; Financial Performance Impacts of Information Security Breaches. *Proceedings of the 11th Annual Pre-ICIS Workshop on Information Security and Privacy*, Dublin, Ireland, December 2016.

Obganufe, O; **Avery**, A; Breaching News: Does Media Coverage Increase the Effects of Data Breach Event Disclosures on Firm Market Value? *Proceedings of the 11th Annual Pre-ICIS Workshop on Information Security and Privacy.* Dublin, Ireland, December 2016.

Avery, A; Tafti, A; Watson-Manheim; MB., IT-Enabled Labor Sourcing: A Conceptual Framework and Research Agenda. *Proceedings of the 22nd Annual America's Conference on Information Systems,* San Diego, California, August 2016.

Avery, A.: Do IT! Web 2.0 and the Breaking of the Tacit Dimension for Knowledge Acquisition. *Proceedings of the 19th Annual Southern Association of Information Systems Conference*, St. Augustine, Florida, March 2016.

Avery, A; Cheek, K; Analytics Governance: Towards a Definition and Framework. *Proceedings of the 21ˢᵗ Annual America's Conference on Information System,* San Juan, Puerto Rico, August 2015. ***According to the Association for Information Systems, this paper has been downloaded over 800 times since July 2015. It is one of the top 5 most downloaded papers at the conference that year.**

INVITED PRESENTATIONS

Avery, A.; Gupta, J.N.D; Implications of the Technology Enabled Labor Substitution for Service and Operations Workers in the Wake of the COVID-19 Pandemic. Accepted Abstract. *Decision Sciences Institute 2020 Annual Conference*. Virtual. November 2020.

Avery, A; Ranganathan, C; Managerial Tactics for Addressing IT Security Breaches: An Exploratory Study. *Workshop on Information Security and Privacy (WISP) 2017*.

Avery, A.; Ramaprasad, A. Cybersecurity Scenario Modeling for Business Continuity: An Academic Literature Review. Selected Poster Presentation at the *Women in Cybersecurity Conference (WiCyS, 2017)*.

Avery, A; Tafti, A; Watson-Manheim, MB.; IT Enabled Labor Transformations: Offshoring and Contingent Labor as Antecedents to Automation. Presented at *the 3rd International Workshop on Changing Nature of Work (CNow, 2015)*.

Lundquist, D., **Avery**, A., Ouksel, A., A Survey of Recent Ontological Approaches to Cyber-Security; Paper presented (by J. Pendergrass) at *Third Franco-American Workshop on Cybersecurity*.

RESEARCH SERVICE

- Three time Undergraduate Research Fellowship Mentor
- Reviewer Strategic Management Journal
- Reviewer Academy of Management Conference
- Reviewer International Conference on Information Systems
- Reviewer Pre-ICIS Decision Support and Analytics Workshop
- Reviewer European Conference on Information Systems
- Program Committee 2018 Pre-ICIS Workshop on Information Security and Privacy
- Reviewer Information and Management Journal
- Reviewer America's Conference on Information Systems
- Reviewer Hawaii International Conference on Information Systems
- Reviewer Southern Association for Information Systems
- Reviewer for Communications of the Association for Information Systems
- Reviewer for Journal of Information Technology Case and Application Research
- Reviewer Decision Sciences Journal of Innovative Education

RESEARCH PROFESSIONAL DEVELOPMENT

- Selected participant and presenter for the Academy of Management Professional Development Workshop on Computational Theory 2024
- Academy of Management Communication, Digital Technology & Organization Junior Faculty Consortium participant 2024
- Selected participant for the 2024 Association of Information Systems Career Mentoring Program
- Selected participant for the 2nd cohort of the MISQ Scholarly Development Academy for 2023
- National Center for Faculty Development & Diversity Faculty Success Program Spring 2023

TEACHING

TEACHING INTERESTS

- IT Auditing
- Cybersecurity Management
- Cybersecurity Principles
- Digital Forensics
- Business Continuity Planning
- Enterprise Risk Management Strategy
- Project Management
- Business Intelligence/Data Analytics
- Spreadsheet Modeling
- Intro to Operations and Supply Chain Management
- Database Management
- Technology Strategy and Entrepreneurship

DETAILED TEACHING EXPERIENCE

Auburn University- Department of Business Analytics and Information Systems

- Fall 2022- Present instructor on record for undergraduate, graduate in-person, and graduate distance learning *Information Security and Assurance* courses. The course outlines the essential aspects of information security, emphasizing the importance of understanding its critical characteristics, the interplay with legal and regulatory frameworks, and the significance of governance and planning within organizations. It covers the development, implementation, and maintenance of information security policies, organizational strategies for security, the components of a security program, and risk management methods. It also delves into risk control classification of the components of leading security management models like NIST and ISO. It highlights the significance of staying abreast of best practices and emerging trends in information security management. The course also addresses contingency planning, certifications for professionals and systems, personnel management, and technical controls, underscoring a comprehensive grasp of the professional cybersecurity landscape.
- Fall 2021- Present instructor on record for undergraduate, in-person, and graduate distance learning *Telecommunications Management* courses. The course emphasizes an understanding of legacy and emerging data communications concepts. There is no pre-requisite, and the course is open to all business majors. Students acquire the ability to analyze, evaluate, and conceptually create wired and wireless local area networks, design multi-location organizational networks, and learn about technical network management schemas for on-premises and "legacy" IT infrastructures. In the second half of the course, students develop an understanding of cloud security principles, the management of the cloud computing function, and organizational planning for cloud computing. Students also gain hands-on experience with cloud compliance, security, and risk management strategies. Graduate students enjoy a semester-long IT infrastructure development project. This project culminates in a structured walk-through of an organization's on-premises and cloud-based IT infrastructure implementation.

Students must also report detailed considerations for organizational profitability and risk management. Lastly, relevant topical Harvard Business Review case study discussions are integrated throughout the semester.

- For all courses, curated student guest speaker experiences with executive-level speakers from top technology companies, financial services organizations, entertainment industry conglomerates including Warner Media and NBC Universal, startups, the federal government, and NGOs.

The University of Alabama in Huntsville-Dept. Mgmt, Marketing and Information Systems 08/2019-06/2021 Clinical Assistant Professor of Information Systems

- Fall 2019, Spring 2020, and Fall 2020: Instructor of Record for *Database Management*. Developed new course curricula, including updated learning objectives and assessment methods. Delivered lectures and practical instruction in data modeling, database design, implementation, and SQL using MySQL, Access, and Oracle for DML and DDL. Students also learned to set up a basic Amazon Web Services (AWS) database instance. The course emphasized designing databases using publicly available big datasets from the wild and positioning databases as IT infrastructure solutions. Additional topics included basic statistical analysis techniques, data cleaning, generating and utilizing artificial data for testing, and IT infrastructure design. Student projects involved implementing databases for diverse datasets, business challenges, and social issues.
- Fall 2019, Spring 2020, and Fall 2020: Instructor of Record for *Information Systems in Organizations*. Developed a new course curriculum with revised learning objectives and assessment methods. Designed structured, applied exercises to reinforce abstract reasoning, systems thinking, and experimentation. Provided lectures and practical instruction to ensure students achieved intermediate to advanced proficiency in Microsoft Excel and Microsoft Access, along with a foundational understanding of SAP.
- Summer and Fall 2020: Instructor of Record for *Computer Applications in Business*. Instructed students basic to intermediate proficiency in Microsoft Word, Microsoft PowerPoint, and Microsoft Excel.

The University of Illinois at Chicago-Department of Information and Decision Sciences 08/201305/2016 Graduate Teaching Assistant/Break Out Instructor

- Spring 2016: Teaching Assistant for a graduate-level Audit Control Information Systems course, supporting over 60 students. Key Achievements included grading in-class and take-home midterm exams and addressing students' general course-related inquiries.
- Spring 2016: Teaching Assistant for a graduate-level Information Infrastructure Planning and Security course, supporting over 60 students. Key Achievements included grading assignments and projects, testing and providing in-person feedback on student-developed software, and evaluating critical thinking through ISACA case studies. Coordinated the transition between two-course modules across two professors, served as the primary point of contact for student inquiries, and assisted an adjunct professor in calibrating and calculating final grades.
- Spring 2015: Instructor for two undergraduate-level Introduction to Management Information Systems Lab sections, teaching over 100 students. Key Achievements included delivering lectures, guiding students through practical exercises, proctoring and grading exams, and assessing projects and research papers.
- Spring 2015: Teaching Assistant for a graduate-level Supply Chain Management course, supporting approximately 30 students. Key Achievements included grading weekly assignments, proctoring exams, and evaluating projects.
- Spring 2015: Teaching Assistant for a graduate-level Operations Management course, supporting over 50 students. Key Achievements included grading weekly assignments, proctoring exams, and assessing student performance.
- Fall 2014: Teaching Assistant for a graduate-level Advanced Database Management course, supporting over 50 students. Key Achievements included designing test and quiz questions, proctoring exams, and grading exams and projects.
- Fall 2014 Teaching Assistant for 40+ students across 1 section of a level Business Systems Project. Key Achievements included grading weekly journal entries, status reports, and quizzes and providing guidance for students' interpersonal and professional issues with teammates and external stakeholders.

- Spring 2014 Teaching Assistant for 90+ students across 1 section of undergraduate Business Statistics II. Key Achievements included grading weekly homework assignments, proctoring and grading exams, and assisting students with homework and exam prep.
- Fall 2013 and Spring 2014 Instructor for 120+ students across two sections (each semester) of upper-level undergraduate *Operations Management Lab*. Developed class material based on the required textbook, entered attendance and exam grades, graded homework assignments, and proctored exams. Teaching Assistant in Fall 2013 for 25+ students across 1 section of undergraduate *Business Model Simulation*. Graded weekly homework assignments and answered students' questions about course materials.

OTHER ACADEMIC NOTABLES

PROFESSIONAL DESIGNATIONS & CONTINUING EDUCATION

EC Council Digital Forensics Essentials (DFE)
EC- Council is one of the premier cybersecurity education companies. Completed their 25-hour online course focused on the four paradigms: 1) network forensics fundamentals, event correlation, and network traffic investigation; 2) data acquisition concepts, types, format, and methodology; 3) computer forensics investigation process and its phases; and 4) the fundamental concepts of computer forensics.

National Center for Faculty Development and Diversity
Part of the 12-week Faculty Success Program for the Spring 2023 semester focuses on helping faculty develop the skills necessary to increase research and writing productivity while maintaining a healthy work-life balance. Focuses on individual coaching sessions, weekly training sessions, weekly group accountability calls, and time tracking.

MISQ Scholarly Development Academy
Selected as a participant in the second cohort of the 2023 MISQ Scholarly Development Academy, an annual consortium dedicated to manuscript and career development. The program aims to address biases in access to mentorship and professional support. As part of the academy, I have been assigned a mentor who will guide me in strengthening my existing work for publication and advancing my research career**.**

Certified Information Systems Security Professional (CISSP)
Completed in July 2020 (recertified in 2023), this is the premier certification for information systems security professionals, which requires an exam and a work history verification. Certification validates the aptitude to effectively design, implement, and manage a best-in-class cybersecurity program. **Currently active.**

Quality Education Practices Online (QEPO) at the University of Alabama in Huntsville
It started in February and was completed in June 2020. An 8-module interactive course that teaches and verifies best practices in online course design. This certification was obtained by designing the course "Computer Applications in Business" online, which I taught in the summer of 2020.

Highlights of the Brightman Master Teacher Program
A two-day intimate online training course with master teacher Dr. Harvey Brightman. Focusing on best practices in teaching at the post-secondary level. Training certificate received in December 2020.

CompTIA Security+
Completed in August 2017 (recertified in 2020 and 2023) as a benchmark for best practices in IT security, this certification validates working knowledge of the essential principles for network security, compliance, operation security, threats, and vulnerabilities; application, data and host security; access control, identity management, and cryptography. **Currently active.**

Associate of Risk Management Designation (ARM)
Completed in January 2011, this designation emphasizes an applied risk management decision-making process to any organization's and enterprise's exposures to accidental and business losses. Certification includes three separate exams that test knowledge of risk financing, risk assessment, and risk control.

Chartered Property and Casualty Underwriter (CPCU) Candidate (Expired)
Premier property and casualty insurance designation bound by a code of ethics, annual continuing education requirements, and industry experience. Completed the Insurance Operations exam, Business Law for Insurance Professionals exam, and Finance and Accounting for Insurance Professionals exam.

RECOGNITIONS & AWARDS

- 6 MetLife employee recognition awards 2008-2011
- Featured Volunteer Literacy Action Atlanta 2011
- Gamma Iota Sigma Leadership Award
- Gamma Iota Sigma Service Award
- INROADS Atlanta Sophomore of the Year
- President's Distinguished TM Club 2012-2013

SCHOLARSHIPS/FELLOWSHIPS/GRANTS

- twice Anita Benedetti Student Involvement Scholar
- 2020 City of Atlanta Neighborhood Planning Unit Grant
- GA 1752 Club Scholar
- Hope Scholar 2004-2008
- Nita Robinson Scholar
- NSF IGERT Fellowship 2016-2018
- Nita Robinson Scholar
- Sam Baig Scholar
- T.M. Alexander Scholar
- UIC Pre-Doctoral Fellowship 2013-2016
- Women in Cybersecurity Conference Scholarship (2016-2017)

SOCIAL AND VOLUNTEER ACTIVITIES

Academy of Management 06/2024- Present

Member
- The Academy of Management is the preeminent professional association for management and organization scholars. Our worldwide members are professors and PhD students in university business schools, academics in related social science and other fields, and practitioners who value knowledge creation and application.

Decision Sciences Institute 08/20- Present
Member
- Current faculty member of Decision Sciences Institute. Organization is a professional academic association for researchers that create, develop, foster, and disseminate knowledge to improve managerial decisions.

International Information System Security Certification Consortium (ISC2) 07/2020-Present
Member
- A premier non-profit IT security organization that provides certifications to IT security professionals bound by a code of ethics and work experience requirements. I joined when I earned my CISSP certification.

Association for Information Systems (AIS) 08/2013-Present
Member/Participant

The premier academic association for scholars in the academic domain of information systems. I participate in this association by attending and presenting at AIS conferences and engaging in service work as a reviewer.

CORPORATE HISTORY

MetLife Auto and Home, Atlanta, Georgia, and Remote

Underwriting Consultant/Agency Underwriter/Agency Management Underwriter
- Multiple roles culminating as an Underwriting Consultant. During the fiscal year, my primary territory consisted of over 500 insurance agents and 16 sales managers in the Dallas/Ft. Worth metropolis, north and west Texas regions, was the country's number one state (new sales). Helped coordinate the rollout of an exclusive insurance product in TX, which had three consecutive quarters of growth in the fiscal year of at least 30% over the sales plan. Also, I was part of a 4-member team that managed the ongoing profitably of an enforced book of business where auto and home loss ratios averaged less than 50%. Prior to Texas, I was the subject matter underwriting expert for the states of Louisiana and Tennessee. My responsibilities over the years included the following:
- Developing, implementing, and monitoring agency profit improvement plans in conjunction with underwriting manager and sales managers
- Obtaining and evaluating sensitive information from agents/brokers and management to obtain mutually beneficial underwriting outcomes whenever possible. Independent underwriting authority included (in 2012 dollars):
- Umbrellas up to $3M
- Homes, including multiple-family dwellings up to $1M
- Vehicles up to $150K
- SPP Schedules up to $50K/$150K
- Implementing catastrophe management plans, most notably during the 2011 Texas wildfires and post-Hurricane Katrina for coastal Louisiana
- Responding on behalf of the organization to state insurance department complaints
- Training new agents, brokers, and sales managers in insurance concepts and state-specific underwriting guidelines
- Underwriting research on emerging home construction materials and methods, wolf dogs, infinity pools, lead risks in rental homes, and fracking.
- Compliance project coordinator for cleanup in a southwest state involving over 700 policyholders,120 agents, and three underwriters.
- Compliance project coordinator for a cleanup in an eastern coastal state. The project lasted over 1 year. Major responsibility included mending agency relationships.
- Implementing and managing the organization's departure from the Louisiana home insurance market, including providing impromptu morale support to long-term career agents.

MetLife Auto and Home, Atlanta, Georgia

- Underwriting Intern/Risk Analyst
- Assist Underwriters with inspection reports, processing renewal policies, and gathering data for agency financial reports. Also, shadowed underwriters and assisted with one-off projects where needed

Universal Prescription Solutions, Conyers, Georgia

Prescription Refund Processor
- Responsible for processing outdated prescription goods for pharmacies and medical facilities refunds. The role requires extensive background checks, interviews, and accurate and efficient data entry.