

RESUMEDS

8888 Alvarado Street, Los Angeles, California 90026 | 234.567.8888 | contact@resumeds.com

ADMINISTRATOR OF ASSISTED LIVING

Healthcare Program Management | Patient Relations and Counseling | Report/ Document Management
Total Client Service and Satisfaction | Territory Management | Strategic Planning and Management
Negotiation | Regulatory Compliance | Staff Coordination | Leadership and Team Building

QUALIFICATIONS PROFILE

Highly motivated, success-driven, and proven leader offering extensive experience in healthcare management. Known for excellent capability in providing education to patients and their family.

- Adept at performing clinical processes which involved planning, implementation, evaluation, and documentation of services with the use of EMR and NextGen EHR Medical Records.
- Armed with strong communication, presentation, problem-solving, multitasking, and interpersonal skills.
- Bilingual in English and Spanish.
- Proficient with Microsoft Office applications (Word, Excel, PowerPoint, Access, FrontPage, and Outlook), Salesforce, and Veva.

RELEVANT EXPERIENCE

ResuMeds – Los Angeles, CA

Customer Service Representative

May 2013–Present

Educate and strengthen relationship with prescribing health care provider. Develop and maintain in-depth knowledge of product, market and customers. Manage the implementation of own territory business plan in accordance with corporate strategy and work within agreed budgets. Determine and implement strategies required within selling environment that will protect business generated.

Key Highlights:

- ▶ *Led the increase of revenue and market share of product throughout the territory while successfully achieving sales targets*
- ▶ *Played an integral role in streamlining sales territory as a business to maximize sales*
- ▶ *Administered comprehensive analysis of market dynamics to ensure achievement of territory sales goals*
- ▶ *Stabilized high quality customer relationships by maintaining knowledge of brand sales messaging; executed programs; and planned medical educational programs while exceeding sales targets*

ResuMeds – Los Angeles, CA

Account Manager

Mar 2012–May 2013

Oversaw all client communications, conflict resolution and client deliverables. Took charge of guaranteeing efficient resolution of client issues; ensured timely approval of orders and invoices and collection of payments. Promoted two-way communication between client and team which resulted to stronger team representation and establishment of proper expectations.

Key Highlight:

- ▶ *Collaborated with team members in ensuring completion of all processes and procedures toward the growth of accounts and development of new business*

ResuMeds – Los Angeles, CA

Health Educator III | Panel Manager

Aug 2010–Apr 2013

Administered individual and group case management, family planning, perinatal education, and sexual and reproductive health. Educated teens on pregnancy prevention and safer sex for high-risk teens. Handled the development and presentation of staff training and updates regarding health promotion topics. Completed necessary documentation of health education initiatives for program, contractual, billing needs, and assigned projects.

Key Highlights:

- ▶ *Played a significant role in improving the quality of life of patients with chronic diseases*
- ▶ *Took part in administering community health fairs and patient education events in order to support prevention and patient self-management*
- ▶ *Closely monitored primary care provider patient outcomes to support the improvement on patient quality of life*
- ▶ *Exemplified efficiency in operating electronic population management tools to track patients within the provider panel with risk criteria for follow-up*
- ▶ *Maintained constant coordination with the Health Promotion Department staff for the development of high-risk groups and panel management activities*

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ResuMeds – Los Angeles, CA

Medical Interpreter, Volunteer

Apr 2006–May 2010

Offered support to the physician in order to understand the history and physical information from patient as well symptoms and reasons for patients' visit. Processed the updating of medical record of patients and performed minor clinical and administrative responsibilities.

Key Highlight:

- › Effectively functioned as translator between patient and doctor in order to lessen language barrier among physicians, nurses, and other hospital staff

OTHER EXPERIENCE

ResuMeds – Los Angeles, CA

Administrative Student Assistant

Apr 2006–Aug 2009

EDUCATION

May 2016 **Coursework toward Master of Business Administration,
with Concentration in Health Care Management and Leadership**
LIBERTY UNIVERSITY, LYNCHBURG, VA

Jan 2011 **Bachelor of Science in Health Science,
with Concentration in Healthcare Administration and Pre-Nursing**
CALIFORNIA STATE UNIVERSITY, SACRAMENTO, CA
Relevant Courses: Accounting | Epidemiology | Healthcare Administration | Community Health Education | Managerial Communications | Operation Management | Statistics | Policy Development | Public Health Administration | Statistics | Strategic Planning

Jan 2004 **Education Abroad Program (Participant)**
UNIVERSIDAD INTERNACIONAL, CUERNAVACA, MORELOS, MÉXICO

PROFESSIONAL DEVELOPMENT

2012 **Sexually Transmitted Disease (STD) Overview**
CALIFORNIA STD/HIV PREVENTION TRAINING CENTER, OAKLAND, CA

2011 **Certified Freedom From Smoking Facilitator (FFS)**
AMERICAN LUNG ASSOCIATION, OAKLAND, CA

2011 **Lactation Peer Counselor**
BEFORE AND AFTER BABY, MERCED, CA

2011 **Family Planning Basics | Pregnancy Counseling**
CARDERA, OAKLAND, CA

2010 **Treating Patient with Connect, Appreciate, Respond, and Empower (C.A.R.E.)**
INSTITUTE FOR HEALTHCARE COMMUNICATION, NEW HAVEN, CT

AFFILIATIONS AND ACTIVITIES

PHI SIGMA SIGMA, NATIONAL FRATERNITY FOR WOMEN (2002–Present)

2010–Present **Chapter Key Advisor**

2011–2013 **Philanthropy Chairman**

2011–2013 **Scribe Chairman**