

Jorge A. Gonzalez

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Education

Certificate in Full Stack Web Development

University of California, Riverside Extension

Completed: December 2023

As a recent graduate of the University of California, Riverside's intensive web development bootcamp, I emerged with a strong commitment to a growth mindset tailored for full-stack web development. The program provided in-depth training in HTML, CSS, JavaScript, and cutting-edge web technologies, emphasizing hands-on learning, object-oriented coding, and mastery of the MERN stack. This immersive approach not only solidified my proficiency in both front-end and back-end web development but also instilled a growth mindset, where challenges are viewed as opportunities for learning and improvement. The successful completion of demanding weekly projects not only showcased my technical skills but also highlighted my resilience and dedication to continuous development. I am enthusiastic about applying this growth mindset as I embark on my journey in the field of web development.

Skills

- Fluent in Spanish (written and spoken)
- Experienced in troubleshooting and repair of computer hardware and software
- HTML, CSS, JavaScript
- Node.js
- MERN Stack (MongoDB, Express.js, React, Node.js)
- Object-Oriented Coding
- Healthcare Administration
- Hospital-wide Bed Management
- Coordinating Patient Flow across multiple hospital departments (ED, Cath Lab, GI Lab, OR/PACU, IR Lab, COVID Unit, Critical Care Units)
- Insurance Verification and Approvals (including out-of-network approvals)
- Coordinating Hospital Transfers (including international)
- Specialized Admits (Oncology Unit for chemotherapy, ARU for physical rehabilitation)
- Adherence to Privacy Procedures and HIPAA Laws

Professional Experience

Transfer Center Coordinator / Patient Access Level IV

Hoag Hospital, Newport Beach, CA

November 2015 - Present

- Managed bed capacity for a 500+ bed hospital, overseeing hospital-wide bed management and coordinating patient flow across various departments: ED, Cath Lab, GI Lab, OR/PACU, IR Lab, COVID Unit, and Critical Care Units.
- Gathered data to make informed decisions and recommendations for patient placement.
- Applied robust problem solving skills to address critical bed shortages and implement strategic solutions that significantly reduce the delays to patient care.
- Ensured accurate documentation and compliance with hospital policies and procedures within the Transfer Center, strictly adhering to privacy procedures and HIPAA laws.
- Facilitated insurance approvals by providing comprehensive clinic information and detailed medical records, resulting in out-of-network approvals when necessary.
- Coordinated transfers from various hospitals, including international facilities.
- Scheduled specialized unit admits such as the Oncology Unit for chemotherapy sessions and the ARU (Acute Rehab Unit) for physical rehabilitation.

Admitting Representative III
Hoag Hospital, Newport Beach, CA
 June 2013 - November 2015

- Managed patient admissions, ensuring accurate documentation and compliance with hospital protocols, with a strict adherence to privacy procedures and HIPAA laws.
- Conducted comprehensive insurance verifications and coordinated with insurers to ensure patient coverage.
- Collaborated with medical staff and departments to streamline admission processes, implementing new procedures for enhanced efficiency.
- Resolved billing discrepancies, consistently achieving top collections monthly while collecting required deposits and co-pays.
- Provided exemplary customer service, promptly and professionally addressing patient inquiries and concerns.

Dispatcher/Customer Service/Sales
So Cal Biofuel, Anaheim, CA
 August 2012 - June 2013

- Spearheaded the recruitment of new vendors, successfully expanding the company's network and enhancing service coverage.
- Established and managed effective oil pick-up services for restaurants, ensuring timely and efficient collections.
- Negotiated and executed sales agreements, promoting rendered waste vegetable oils for feedstock and biodiesel production.
- Proficiently utilized Sage Quest and ESC software for scheduling, dispatching, invoicing, pricing, and purchasing duties.
- Demonstrated exceptional multitasking abilities in handling dispatch operations while ensuring superior customer service through prompt query resolution and support.