

Professional Summary

Healthcare representative well-versed in operational practices and regulatory requirements of health care environments. Poised, skilled leader and analytical problem-solver in communicating with patients, budget planning, staff oversight and program management. Skillfully uses relationship-building talents and diplomatic communication style to forge long-lasting connections. Proven problem solver and excellent communicator. Strong organizational skills. Recognized for staff development leading to high performing teams.

Skills

- Communications Skills
- Positive Disposition
- Effective Relationship building
- Teamwork
- Team Management
- Problem resolution
- Organizational skills
- Customer Relations
- Strategic Planning

Work History

Court Appointed Special Advocate Volunteer, 04/2018 to Current

University Of Virginia – Winchester, VA

- Provided assessments. Made written recommendations to court
- Assessed clients for abuse and neglect. Reported findings to court
- Conducted interviews with parents, foster parents, school officials, other individuals to better understand client's needs
- Researched each client's case to become familiarized with his or her background by carefully reviewing available documents
- Validated and substantiated admissibility of evidence, perpetuating integrity during court hearings
- Observed strict security measures to keep all case information confidential
- Became strong advocate for foster reform
- Developed, implemented fundraising approaches, raising over \$30,000 in one year as member of Board of Directors
- Took active role in patient and family planning process, detailing instructions and responding appropriately and effectively to questions and concerns
- Managed support services and fostered communication among social workers, therapists, foster parents, and biological parents

Home Caretaker, 07/1990 to Current

Concentra – Parker, CO

- Managed household of six
- Raised four successful children,
- Provided support of mental, emotional needs to enhance overall happiness with effective and compassionate care
- Developed rapport to create safe, trusting home environment
- Handled daily chores, errands by transporting to appointments and cleaning personal spaces
- Kept close eye on behavior and emotional responses of children, to address concerns and protect each person from any harm
- Supervised daily activities
- Interacted kindly with children and their friends, parents of children's friends as well as teachers
- Displayed positive, outgoing attitude, resulting in establishment of long-term relationships
- Maintained clean, safe, well-organized environment
- Established nutritious meal plans, prepared daily offerings to meet dietary needs, including purchasing ingredients from local shops
- Performed household tasks such as laundry, dusting, washing dishes and vacuuming
- Maintained entire family's schedule and organized events
- Handled incoming mail, bills and invoices and completed appropriate actions
- Maintained appropriate filing of personal and professional documentation
- Managed large range of services including pet care, phone screening, shopping, children's multiple activities and bill paying
- Planned, prepared and served meals and snacks according to prescribed diets
- Scheduled and accompanied children to medical appointments
- Arranged domestic and international travel plans and itineraries, including flight, car service and restaurant reservations
- Helped children maintain optimal health by overseeing medication administration and all doctor's appointments
- Provided assistance in daily living activities by dressing, grooming, bathing and toileting children
- Kept household areas clean and well-stocked, ran errands, managed laundry and completed weekly grocery shopping
- Remained alert to problems or health issues of children and competently responded
- Utilized personal and professional networks to identify, acquire and manage children
- Transported children to and from school, activities and appointments
- Helped children with hygiene-related tasks such as brushing teeth, bathing, grooming and toileting
- Kept children mentally alert by entertaining, conversing and reading aloud
- Identified needs and coordinated plans for travel and out-of-town functions
- Supervised household staff, contractors and vendors
- Liaised with key accounts to deliver targeted administrative support, including estate, household and property management
- Cared for sick and elderly parents

Lecturer in English, 08/1990 to 05/1998

University Of Nebraska Kearney – City, STATE

- Prepared comprehensive English curriculum for 50 students
- Recorded, submitted final grades to higher education management team within 24 to 48 -hour window after last class of semester
- Created curricula, tests, exams to reinforce student learning in writing
- Completed in-service and additional training to maintain professional growth
- Prepared and implemented lesson plans covering required course topics
- Prepared lesson plans for over six classes per week to accommodate students with varying proficiency levels
- Kept classroom organized, clean, and safe for all students and visitors
- Utilized multimedia strategies and technology to convey information in fresh and interesting ways
- Challenged and engaged students through in-depth lectures, debates and discussions and literary subjects
- Provided grades and progress reports to 50 students each semester to evaluate student learning needs
- Employed visual and auditory approaches to make lessons more interesting and interactive for students
- Worked with administrators on behavioral issues to support needs of all students
- Participated in several department and employee team meetings to discuss student performance and academic achievement
- Led interesting and diverse group activities to engage students in course material
- Built learning and citizenship skills to help with personal growth in addition to increasing academic knowledge
- Instructed classes of up to 50 students on principles and strategies of academic writing
- Established appropriate deadlines and provided complete instructions for reading assignment and homework
- Provided academic advisement and educational guidance for adult learners using constructive feedback, in-person facilitation, contact calls and emails
- Planned coursework to introduce students to numerous pieces of important American literature

Clinic Supervisor, 01/1988 to 07/1999

Department Of Dermatology University Of Michigan – City, STATE

- Maintained clinic's records and files, utilizing proper techniques to keep patient data confidential
- Managed daily operations of six-person clinic supporting approximately 500 patients per week
- Worked closely with Doctors, Nurses, Healthcare Administers and staff to ensure efficient running of clinic
- Delivered effective training to new and existing employees and cross-trained staff members in other job roles to maximize coverage
- Communicated with patients, asked appropriate questions and employed active listening to determine best care
- Delegated tasks to staff members, monitored completion of all duties and provided support to enhance performance
- Coded data daily from patient accounts and recorded daily and weekly income
- Worked with insurance companies to admit patients into hospital
- Developed team communications and information for clinic meetings
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Resolved problems, improved operations and provided exceptional client support
- Devised hiring and recruitment policies for six-employee clinic
- Delivered information from script regarding surveys for on-demand phone project assignment
- Conducted interviews with participants to assess eligibility
- Observed participants and recorded results
- Assisted with project planning and execution of research
- Obtained updated contact information from all subjects and verified data for accuracy
- Recruited and screened hundreds of potential participants
- Led phone team in delivery of research project, resulting in published research paper
- Maintained excellent attendance record, consistently arriving to work on time
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately

Education

Master of Arts: Higher Education English, 1992

University of Nebraska At Kearney - Kearney, NE

Bachelor of Arts: English, 1987

University of Michigan - Ann Arbor - Ann Arbor, MI