

# Dillon Hammes

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## EXPERIENCE

### SENIOR PROVIDER RELATIONS ADVOCATE TELECOMMUTE

#### San Francisco, CA

05/2014 – present

- Coach, provide feedback, and guide others
- Provide explanations and information to others on difficult issues
- Work with minimal guidance; seek guidance on only the most complex tasks
- Translate concepts into practice
- Solve moderately complex problems and / or conduct moderately complex analyses
- Identify solutions to non-standard requests and problems
- Provide training and education to physician and ancillary providers across all lines of business

### SENIOR PROVIDER RELATIONS ADVOCATE, HOSPITAL

#### Chicago, IL

11/2007 – 11/2013

- Present regional and market level performance reports to management on project updates, project cycle, and expected results
- Attend provider expos, events and seeks out opportunities to hold provider lunch and learn events
- Identify opportunities for process improvements for the assigned market and communicates effectively with associates and manager
- Support Provider issue resolution with internal teams and follow up with providers to close the loop of issues
- Support the education and support of providers across all lines of business
- Take time to understand the challenges faced by the Provider specific to administration simplification, Healthcare Reform, etc
- Develop an intimate knowledge of the Hospital team

### SENIOR PROVIDER RELATIONS ADVOCATE

#### New York, NY

12/2002 – 05/2007

- Develop and maintain high profile provider relationships
- Takes ownership of the total work process and provides constructive information to minimize problems and increase customer satisfaction
- Develops an intimate knowledge of the Providers' practice
- Work with minimal guidance; seek guidance on only the most complex tasks - Provide explanations and information to others on difficult issues
- Travel to Provider locations in Long Island and/or downstate NY to achieve above goals
- Develops an intimate knowledge of the Hospital team
- Performs all other related duties as assigned

## EDUCATION

### THE OHIO STATE UNIVERSITY

#### Undergraduate Degree

## SKILLS

- Demonstrate flexibility and ability to work with both external and internal contacts
- Work exclusively within a specific knowledge area
- Investigate non-standard requests and problems, with some assistance from others
- Act as a resource for others with less experience
- Identify solutions to non-standard requests and problems
- Position generally is on road with provider visitation 3 days a week. One day work at home and one day in office. This can be discussed with each candidate depending on location
- Use pertinent data and facts to identify and solve a range of problems within area of expertise
- Provide explanations and information to others on difficult issues
- Work with minimal guidance; seek guidance on only the most complex tasks
- Prioritize and organize own work to meet deadlines