

# Jessica Claire

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## SUMMARY

Dedicated and knowledgeable about best practices in field, especially effective leadership strategies to motivate employee performance and job satisfaction. Result oriented approach to cultivating complex best practices to meet organizational and regulatory expectations. Detailed understanding of organizational and regulatory expectations to drive performance.

## SKILLS

- Budget oversight
- HIPAA and OSHA regulations
- Performance metrics
- Payroll administration
- Medical practice oversight
- Patient engagement
- Hiring medical personnel
- Resource management
- Client consulting
- Insurance billing
- Policy and procedure development
- Mentoring and coaching
- Strategic business planning
- Managing medical practices
- Workflow management
- Marketing
- Budgetary Governance
- Account reconciliation expert
- Accounting and bookkeeping
- Auditing
- Reporting
- Payroll liability and deductions
- QuickBooks
- Accounts payable
- Analytical research
- Strategic Planning
- Year-end close
- General ledger accounting
- A/P and A/R

## EXPERIENCE

- 12/2019 to Current    **Education Advisor**  
**Care – Atlanta, GA**
- Continuing education for dentists, leading the way with an exceptional curriculum, inspired faculty, and on-demand learning.
  - Provide consultative services for dentists and specialists in creating a turnkey-style Study Club for peer-to-peer learning in their own community.
  - Providing the opportunity for like-minded dentists dedicated to continued learning, professional growth and providing the best patient care.
  - Presented range of services across student lifecycle to foster participation.
  - Listened to clients' needs and assisted with identifying and securing appropriate services.
  - Handled any problems or issues during project implementation.
  - Created help desk tickets and performed troubleshooting to mitigate technological issues.
  - Consulted with long-term, new and prospective customers to understand needs and propose ideal solutions.
  - Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
  - Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.
  - Negotiated and closed deals with minimal oversight.
  - Expanded new business, implementing effective networking strategies.
  - Improved profitability, developing pipeline utilizing multiple marketing channels and sales strategies.
  - Expanded network by attending industry events, identifying and pursuing leads and establishing rapport with new clients.

- 01/2013 to 11/2019    **Medical Practice Administrator**  
**Hawaii Pacific Health – Lihue, HI**
- Directed training improvements to reduce knowledge gaps and eliminate workforce performance inefficiencies.
  - Reviewed referral candidates and contacted qualified individuals to request applications.
  - Reviewed daily financial reports and reconciled accounts to keep information current and accurate.
  - Enhanced production methods and improved employee motivation to maximize team productivity.
  - Assigned work to employees based on project requirements and individual team member strengths.
  - Implemented successful strategies for employee management, occupancy and revenue growth, expense control and quality of services.
  - Saved costs, negotiating vendor pricing for maintenance equipment and supplies.
  - Reviewed completed work to verify consistency, quality and conformance to creative plans.
  - Supported the entire practice's staff, which boosted efficiency and improved the overall process flow.
  - Cultivated close working relationships with the entire staff, including Front Office, Surgical Assistance, Nursing Staff, Anesthesia Staff, and Doctors.
  - Motivated staff by offering direction and providing constructive feedback.
  - Coordinated financial operations, including budgeting, accounting, expenses and financial reporting.
  - Created and implemented policies and procedures for effective practice management.
  - Complied with OSHA and HIPAA regulations.
  - Consulted with clinicians to develop business strategy.
  - Delivered income records, balance sheets and all financial documents to practice owner to keep him informed of all potential financial issues.
  - Collaborated with multi-disciplinary staff to improve overall patient care and response times.
  - Created and maintained facility documents and records, maintaining accuracy while managing sensitive data.
  - Updated procedures necessary for compounding, mixing, packaging and labeling medications.
  - Recruited and hired intelligent clinical and administrative staff to bolster skills set of already talented team.
  - Directed daily operations at facility.
  - Drove process, efficiency and quality improvements.
  - Recruited well-qualified candidates to fill vacancies.
  - Rolled out up-to-date upgrades, paperless systems and system automation solutions that delivered significant improvement in productivity.
  - Oversaw management and implementation of new revenue strategies, sales initiatives and customer engagement tactics, increasing client base [Number] %.
  - Sourced, qualified and conducted screening interviews with job candidates.
  - Negotiated candidate salaries and prepared employment contracts.
  - Conducted interviews to ensure solid cultural alignment between client and candidate.

- 12/2009 to 08/2013    **Surgical Technologist**  
**Scottsdale Honor Health – City, STATE**
- Main OR/NICU, Level 1 Trauma Center, CVOR offering inpatient and outpatient surgery.
  - Function in the role of surgical assistant during open heart, general, pediatric, vascular, ortho, plastics, and other operative procedures within my scope of practice and as necessary, under the direct supervision of the surgeon.
  - Used hemostatic clamps, suture ligatures, and electrocautery equipment to control bleeding.
  - Maintained reusable surgical instrumentation and equipment, including decontamination, cleaning, sterilizing, storing and distributing.
  - Adhered to OSHA protocols when sterilizing instruments, discarding medical supplies and disposing of waste.
  - Set up equipment, tools and supplies needed for procedures and organize instruments as directed in surgeons' preference cards.
  - Effectively supported surgeons in fast-paced healthcare environments, resulting in better patient care and less pain medication post-surgery.
  - Reviewed surgical requirements and prepped operating room with appropriate tools, equipment and instruments.
  - Used retractors, sponges and suctioning and irrigating equipment to create unobstructed operating fields.
  - Counted and recorded sponges, instruments, and needles at beginning and end of surgical procedures.
  - Collaborated with operating room staff to cultivate efficiency and prepare for scheduled and emergency procedures.
  - Closed wounds using sutures, staples and other tools.

## EDUCATION AND TRAINING

- 09/2017    **Dental Anesthesia Assistant : Dental Anesthesia**  
**American Association Oral & Maxillofacial Surgeons - Rosemont, IL**
- 2016    **IV Therapy Certification**  
**Gateway Community College**
- 2015    **Surgical First Assistant: Surgical Assisting**  
**Meridian Institute of Surgical Assisting - Nashville, TN**
- 2009    **Associate of Science: Surgical Technology**  
**Missouri Southern State University - Joplin, MO**
- 05/2001    **High School Diploma**  
**Pierce City High School - Pierce City, MO**