

# Caroline Patrick MS RD LD

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## SUMMARY

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- Self-motivated owner and operator of nutrition counseling business providing exceptional client experiences
- Six years of successful administrative, management, and customer facing roles within the healthcare and tech industry
- Enthusiastic collaborator with a proven track record of developing and maintaining positive relationships with internal and external partners

## EXPERIENCE

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### CarolineRD Nutrition

Austin TX

Owner and Dietitian

September 2017 – Present

- Conduct virtual individual nutrition counseling sessions, employing empathy to cultivate therapeutic client experiences that address client-identified problems with evidenced based interventions
- Document client sessions in electronic medical record and communicate with other medical providers as needed
- Leverage data to continuously improve online presence and onboarding processes to yield increased profits and efficiency
- Communicate with cross-functional business stakeholders to verify clients' insurance plan benefits and stay current on changes in coverage; perform claim submissions and re-processing
- Supervise, train and mentor dietetic interns as they complete their Business & Entrepreneur rotation

### Oracion Health

Austin TX

Lead Dietitian

March 2019 – December 2020

- Worked across cross-functional teams to develop appropriate and effective SOPs for invoicing, training, and documentation
- Supported clinic sites with troubleshooting tech issues for virtual appointments

### Noom

Virtual

Health Coach

March 2018 – October 2018

- Worked 1:1 with users via live chat to create weekly goals within a sustainable framework to promote long term health
- Participated in experiments theorized to optimize user growth while providing health coaching within Agile startup environment; collected user feedback to improve platform's user experience

### Austin State Hospital

Austin TX

Dietitian

May 2016 – March 2018

- Screened new admissions for nutrition risk and developed appropriate care plans
- Partnered with IT and foodservice to overhaul computerized dietary entry system to improve efficiency of foodservice
- Ensured adherence to service level agreements and departmental policies, offering change requests as needed
- Co-Chaired Wellness Committee that coordinated wellness programs to support employee health and wellbeing
- Drove "Healthy Vending Machine" initiative to increase client and employee access to nutritious options

## VOLUNTEER

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### Dietitians of Central Texas (DCTX)

July 2017 – July 2021

Executive Director (elected position)

- Managed 15-member board to achieve organization's strategic goals and programming, including execution of membership meetings, networking and mentoring events, community outreach, and scholarship opportunities
- Gathered qualitative and quantitative data on DCTX's programs from member surveys, leveraging feedback to inform new strategic goals to increase member satisfaction, including the creation of student scholarships to support diversity within the dietetics field

Director of Finance (elected position)

- Ensured compliance with federal and state tax laws related to non-profit 501(c)(3) organizations and completed annual IRS filings, oversaw expenses and payment distributions
- Proposed annual operating budget, performed account reconciliation, and prepared quarterly reports on company's financial status; increased financial reserves by an average of 20% year over year

Wellness Symposium Co-Chair (appointed position)

- Managed 12-person committee in planning full-day symposium that attracted over 100 attendees; created budget, obtained monetary and product sponsors, coordinated speaker travel arrangements, and executed event marketing plan