**PROFILE**

18+ years of experience in fast-paced, dynamic organizational settings, including 12 years in profitability assurance. background includes proper staffing, proposal writing (responses to RFPs), staff management, resource allocation, billing review, and effective written and verbal communication in various environments.

**core skills include**

|  |  |
| --- | --- |
| Organizational Leadership | Project Management |
| Departmental Communication | Revenue Management |
| Staff Leadership | Inter-departmental Communication |
| Team Player | Research |
| Customer/Client Service | Independent Worker |
| Computer Skills and Knowledge | Problem Resolution |
| “Can do” Attitude | Constructive Approach |

**QUALIFICATIONS/EXPERIENCE**

**pharmacy: license / registration**

* *active license/registration*

- Issued by the Maryland State Board of Pharmacy January, 2019.

- Expires 7/31/2020

**pharmacy skill set**

- Fill and refill prescriptions under supervision of registered pharmacist.

- Use Enterprise Pharmacy System (EPS) to add new patients, insurance/billing, and prescribers to EPS.

- Process incoming inventory to restock shelves and update on-hand counts of drugs.

- Maintain weekly inventory log.

- Prepare and submit drug orders to keep adequate supplies in stock.

- On multi-line phone system, answer and direct phone calls appropriately.

- Handle patient and drug information as specified by HIPAA rules and policies.

- Provide superior customer service when patients pickup/purchase prescriptions and call to refill prescriptions.

- Work seamlessly with Pharmacist and other staff members to ensure smooth operation of pharmacy.

**VOLUNTEER/INTERN EXPERIENCE**

**hospital health information management**

MedStar Montgomery 6/2018-Present

Hospital, Olney, MD

- Perform tasks to convert paper health records to Electronic Health Records (EHR). Including:

--- Collecting paper records from each floor.

--- Preparing paper records to be scanned.

--- Use 3M Software to scan paper records into Electronic Health Records (EHRs).

--- Perform quality control on records scanned into the system by other staff using 3M.

--- Use multi-line phone system to answer, provide information per HIPAA rules, and route calls to the appropriate staff.

- Perform various tasks to fulfill intern requirements to complete AAS degree in HIM.

**hospital main information desk**

MedStar Montgomery 5/2017 – 6/2018

Hospital, Olney, MD

- Prior to start, read orientation and training material including rules regarding HIPAA, patient confidentiality, infection control, safety, proper hand washing, etc.

- Answer, provide information, and route internal and external phone calls.

- Greet all persons (patients, visitors, vendors, staff, etc.) and provide information as they arrive at the information desk before entering the hospital and medical offices.

- Sign and deliver items such as flowers and mail to patients; transport patients by wheelchair.

**hospital Cancer Registry**

Adventist Cancer Center 6/2017 – 6/2018

Rockville, MD

- Prior to start, attend orientation and training including rules regarding HIPAA, patient confidentiality, infection control, safety, proper hand washing, etc.

- Use Cerner and Mosaic applications to validate patient data and collect cancer patient data for cancer registry.

**Professional History**

**Pharmacy Technician**

weis markets 7/2018–Present

damascus, MD

- Perform any/all tasks, allowed by law, and required to complete duties in the pharmacy for smooth operation.

- See Pharmacy Skill Set above for details.

**software engineer**

Various MD Contractors for State and Federal Governments

- Design, develop, implement software applications.

- Complete projects on time and on budget.

- Use Microsoft Windows and Linux operating systems and standard applications.

**civil engineer**

Various MD Land Developers

- Project management, Team Lead.

- Coordinate work with other departments and within the department.

- Provide interface between client and approving agencies.

- Design all aspects of civil engineering tasks for residential, commercial, and office land development (i.e. streets, water, sewer, storm drainage, etc.).

**education**

**bacholor of science**

U of MD University College, 12/2000

College Park, MD

* ***BS – Information Systems Management***

- IFSM program includes extensive work on a computer and working with various applications and operating systems.

**associate of applied science**

Montgomery College, Montgomery 5/2019

County, MD

* ***AAS – Health Information Management***

- HIM program includes HIPAA rules and regulations, patient confidentiality, introduction to pharmacology, medical terminology, data analysis and more.

**data analytics**

Montgomery College, Montgomery 5/2019–Present

County, MD

* ***Information technology institute***

- Data Analysis Program: Fundamentals and Bootcamp using Python, MySQL Workbench, MySQL database, Jupyter Notebook, Tableau, Excel, web-scraping, and CSV files.