

Felicia Brown

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Objective

Dedicated professional with a Bachelor's in Business Administration, current Health Administration student, and 15+ years of combined leadership and healthcare experience seeking a Health Administrator role to leverage operational management, patient care coordination, and process improvement skills.

Education

- Master of Health Administration (In Progress)
- University of Arkansas-Grantham | Expected Graduation: 2025
- Bachelor of Business Administration
- University of North Carolina (UNC) | Graduated: May 2000
- High School Diploma
- Northeast High School | Clarksville, TN | Graduated: 1994

Professional Experience

In-Home Nurse | August 2007 – October 2011

- Provide personalized patient care, including medication administration, mobility assistance, and chronic condition monitoring.
- Collaborate with physicians, therapists, and social workers to optimize care plans and ensure regulatory compliance.
- Maintain accurate electronic health records (EHR) and coordinate with healthcare agencies for resource allocation.
- Educate families on post-treatment care, improving patient outcomes and satisfaction.

Manager | McDonald's | May 2002 – August 2007

- Supervised a team of 15+ staff, overseeing scheduling, training, and performance evaluations.
- Managed daily operations, including inventory, budgeting, and customer service, increasing location efficiency by 20%.
- Implemented safety protocols and health code standards, ensuring 100% compliance during inspections.

Skills

- Healthcare Operations & Compliance
- Team Leadership & Staff Training
- Budgeting & Resource Allocation
- Patient Care Coordination
- EHR Systems & Administrative Documentation
- Process Improvement