

# Liz Rolf

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(314) 952-8273

## Education

### **University of Missouri-St. Louis**

- Bachelor of Liberal Studies (December 2016). Concentrations: Psychology and Social Work
- Certificate (December 2016). Focus: Trauma Studies
- Relevant Coursework: Health, Biological, Developmental, Social, and Abnormal Psychology, Victimization Sociology, Social Policy Analysis and Development, Business Writing, Statistics, Research Design, Human Anatomy and Physiology, Grant Writing

## Professional Experience

### **Washington University in St. Louis**

*Research Interviewer*, September 2016-Present

- Interview combat veterans with Post-Traumatic Stress Disorder
- Administer pre- and mid-intervention surveys to subjects who are using the Mindset app and companion biofeedback device
- Compile and evaluate survey data recorded

### **Peter and Paul Emergency Shelter, St. Louis, MO**

*Case Manager*, April 2016-Present

- Conduct client intake evaluations, weekly assessments, and exit interviews
- Utilize crisis intervention and de-escalation skills with clients as needed
- Refer clients to appropriate resources and assist clients with obtaining services

### **SteadyMD, St. Louis, MO**

*Medical and Administrative Coordinator*, April 2016-July 2016

- Design patient interaction protocols
- Train physicians on company procedures, computer hardware, software, and apps
- Initiate, develop, and customize EHR programs and vendor accounts
- Research, evaluate, and report on various relevant facets of the biotech industry

### **Missouri Institute for Mental Health, St. Louis, MO**

*Intern*, September 2015-December 2015

- Create and analyze SPSS databases for program evaluations
- Review and enter client files for the Families Learning About Recovery Strategies program
- Research and write issue briefs and literature reviews for program topics

### **Missouri Baptist Medical Center, St. Louis, MO**

*Patient Access Representative*, July 2015-February 2016

- Collect information from and register patients in the emergency department
- Maintain current knowledge of best practices and procedures
- Protect client privacy

### **Missouri Health Care For All, St. Louis, MO**

*Intern*, October 2014-April 2015

- Recruit community members to attend events and share their health care stories
- Develop and edit citizen health care stories for publication
- Research and write issue briefs, politician profiles, and publicity materials
- Raise awareness at community events and through phonebanking

**Barnes-Jewish Hospital, St. Louis, MO**

*Microbiology Laboratory Technician I*, September 2010-March 2011

- Process test orders
- Prepare specimens and cultures for analysis
- Advise medical personnel on correct specimen collection procedures
- Monitor and update infection control protocols

**Dierbergs Pharmacies, St. Charles, MO**

*Pharmacy Technician*, June 2005-February 2010

- Process and fill prescriptions while maintaining inventory control protocols
- Aid customers, physicians, and insurance personnel
- Assist with implementation of new vaccination program

**Volunteer Experience**

**Walk A Mile in Her Shoes Steering Committee, YWCA, St. Louis, MO**

*Board Member*, March 2015-Present

- Recruit sponsors
- Assist with event planning and logistics

**Sexual Assault Response Team, YWCA, St. Louis, MO**

*Victims' Advocate*, January 2015-June 2016

- Support and advocate for sexual assault victims in the emergency room
- Connect victims with available resources and services
- Assist victims of domestic violence with development of safety plans
- Prepare and submit case reports

**Skills**

Python, HTML, CSS, Completion of Certified Application Counselor training for the national Health Insurance Marketplace, Research, Grant writing, Medical terminology, Photography, Microsoft Office programs (Word, Excel, PowerPoint), Mac OS, SPSS, SurveyMonkey, eTapestry, Google business products, Clindesk, Teletrack, Sorian Financials, Athena Health, Practice Fusion, Quickbooks