

# STEPHEN LOVE-WADE

(731) 217-9121

Stephen.Lovewade@gmail.com • Nashville, TN • [LinkedIn](#)

## **Professional Summary**

Resourceful and accomplished professional with hands-on experience in healthcare administration and a proven track record for success. Utilizing these skills and transitioning into the world of tech to expand my capabilities while feeding my appetite for challenging changes and pursuit of knowledge. Aspiring to be a beacon to encourage others to diversity the techworkforce.

## **EDUCATION**

**Tennessee State University-** Nashville, TN | Bachelor of Science | December 2017

- **Major: Health Science | Concentration: Public Health | GPA: 3.45**

**Nashville Software School-** Nashville, TN | Data Science Analyst | April 2022

## **EXPERIENCE**

**Shared Health-**Nashville, TN

*Member Associate*

September 2020-November 2021

- Assisting with the scheduling, reporting, and administrative tasks associated with caring for members of BCBS Delaware.
- Reviewing and coordinating service for members, submitting initial and renewal authorizations to providers, and verifying services.
- Accurately document all communication between members and providers to ensure correct services are provided.
- Partner with case managers to assess members' needs quarterly for continuation of care.

**Vanderbilt University Medical Center-**Nashville, TN

*Lead Access Specialist*

March 2019-March 2020

- Orchestrate real-time floor support for escalated calls for 20+ agents as well as troubleshooting the scheduling processes for Medical Specialties & Vanderbilt Lung Institute.
- Utilize AIC systems to monitor team productivity and ensure team metrics are met daily.
- Oversee the onboarding process of new hires within the department and build training models to cater to specific their needs.

*Patient Access Specialist*

February 2018-March 2019

- Serve as a liaison between patients and Radiology/DHSS departments servicing 750+ patients a day collectively.
- Efficiently and effectively schedule patients for various visit types at multiple Vanderbilt imaging facilities.
- Manage patient databases with sensitive information while following HIPAA guidelines.

**Vanderbilt University-**Nashville, TN

*Retail Market Clerk*

August 2014-Present

- Monitored sales transactions and customer service for 4 of Vanderbilt University's campus markets.
- Implemented new product placement strategies to drive increased sales.
- Assist in POS troubleshooting in other on-campus markets.

**Polo Ralph Lauren-** Nashville, TN

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### *Lead Cashier*

June 2014-July 2015

- Developed hands-on training courses for employees to increase customer satisfaction.
- Effectively managed sales associate floor placement to maximize sales during prime hours by 15%.
- Aid in revamping stockroom organization to increase replenishment efficiency.

### **Converse Inc.-** Nashville, TN

#### *Store Lead*

June 2013-July 2014

- Coached and developed employees to meet company and store sales goals (#9 in the company).
- Partnered with the store manager to ensure businesses run efficiently in their absence.
- Oversee productivity and payroll management through Kronos.
- Coordinated shipping & receiving logistics for store using UPS WorldShip and Microsoft Excel.

### **Journeys Shoes-** Nashville, TN

May 2009-June 2013

#### *Co-Manager*

- Managed staffing to oversee projects and ensured sales goals are exceeded weekly by 10%.
- Evaluate staffing levels to maintain maximum productivity and sales effectiveness.
- Evaluated employee performance on a weekly and monthly basis.