Richard G. Lemmond

Pawtucket, RI Phone: (936) 635-7115 Email: rglemmond86@yahoo.com

Multi-talented and internationally educated veteran wanting to join an innovative organization as an integral part of their operations team.

**Skills**

* Executive and Managerial Experience • Logistics • Operations • Interpersonal Skills

**Computer Skills**

* EPIC • AdvancedMD • AMCOM • REDCap • CITRIX • Kronos • Microsoft Office •Business Skype • Avaya Communications • Adobe Photoshop • Windows • HTML • CSS • JavaScript

**Work History**

**Recovery Connection Centers of America (Providence) Feb 2022 – Feb 2023**

*Deputy Chief Operations Officer / Lab Manager*

* Oversee daily operations of 3 clinics and a laboratory and assisted the COO with the operations of 13 other offices across New England
* Oversee budget management, staffing, and compliance with state and federal regulations.
* Develop and implement policies and procedure that ensure the highest level of care for patients as well as to ensure compliance with state and federal regulations.
* Managed relationships with key stakeholders, including, suppliers, community organizations and government agencies
* Develop and implement strategic plans for growth and expansion of the companies’ services.

**Rhode Island Hospital (Level I Trauma Center)** (Providence RI) **Mar 2021 – Feb 2022**

*Patient Accounts Representative*

* Interviews pre-register/registers and admits patients.
* Financially clears accounts for Admission and other Ambulatory Departments by obtaining demographic third-party insurance and related financial information.
* Initiate review and follow-up on patient accounts to ensure proper data collection for billing reviews any existing account balances for previous hospital services requests cash deposit.
* Contacts patients/families to complete pre-admission demographic and financial information including patient copays deductibles co-insurance and outstanding balances. Completes Medicare Secondary Questionnaire Liability information etc. when applicable.
* Utilizes department equipment and the following systems and policies related to these systems: LifeChart, Account Maintenance, Hospital Balance Query, My Virtual Merchant, Payer Web Sites, Passport, Workbrain Flight Tracker, Work Queues, Faxes, Netlearning, SafetyNet, and Valuables Log.

**University of Texas Medical Branch (Level I Trauma Center)** (Galveston, TX)  **Oct 2016 – Mar 2021**

*Patient Placement / Transfer Center Team Leader*

* Team leader for department overseeing patient placement / transfers for 4 hospitals in UTMB system.
* Coordinate with physicians, clinical operations administrator, and internal employees daily to ensure the

best treatment and placement for patients across UTMB system.

* Organize and implement new processes, charts, and programs: Such as UTMB Star Program,

teaching new hires and guests the processes of the Patient Placement Center.

* Coordinate patient transfers / admissions and ED evaluations from outside referring facilities as well as

inside UTMB i.e., Emergency Department, Day Surgery, ICUs, and Clinics.

* Preform data entry on EPIC of patient records, admissions, accounts, and demographics while maintaining

accuracy and adhering to HIPAA / EMTALA.

**Sam’s Club** (Wichita Falls, TX) **Oct 2014 – Oct 2015**

*Member Service Associate*

* Marketed products and memberships to potential customers and members, exceeding daily quotas.
* Oversaw inventory shrink daily and advised upper management on systems to limit profit loss.
* Balanced the needs of multiple customers simultaneously in a challenging environment.

**PetSmart Inc.** (Wichita Falls, TX) **Mar 2013 – Nov 2014**

*Pet Care Team Leader / Pet Care Specialist*

* Trained new hires in pet care procedures, maintenance duties, and safety precautions.
* Supervised and analyzed reports concerning facility activities, animal’s health, and animal treatment.
* Conferred with managers to determine production requirements and conditions of equipment and supplies.

**Walmart** (Lufkin, TX) **Mar 2007 - Oct 2010**

*Zone Merchandising Supervisor*

* Promoted from Cashier to Customer Service Manager to Zone Merchandising Supervisor within 3 years.
* In charge of hiring, training and disciplinary processes for 35+ employees and department managers in 6 departments on a continual basis to develop talent, sales ability, and team mentality.
* Created and maintained spreadsheets using Excel functions and calculations to develop reports and lists.
* Managed the buying and communicating with outside retail merchants.

**Marine Corps** (DD214 available upon request)(Camp Pendleton, CA) **Jun 2006 – Jan 2007**

*Infantry / Personnel Clerk (Honorable Discharge)*

* Managed an office of Marines, executing discharge filings for personnel at MCRD San Diego and MCT Pendleton.
* Trained new soldiers to my unit, trained and instilled discipline, tact, and leadership.
* Oversaw / classified medical and personnel documentation.
* Learned basic medical practices and survival skills.

**Education**

**Midwestern State University**  **Graduated Aug 2016**

Bachelor of Arts in Global Studies, Minor: Political Science/French

**Angelina College** **Graduated Dec 2013**

Associates of Arts in General Curriculum, Minor: Spanish

**Educational Achievements**

Phi Theta Kappa National Honor Society 2010-Present

Deans Honor List 2010-2013

Vice President of Spanish Club 2012-2013

**Civil Service**

Clay County Animal Shelter Volunteer 2013-2015

Corrigan Christian Resource Center Volunteer 2004-2017

New Haven, CT Food Aid and Housing Assistance Program 2021-Present