

Assistant Administrator/AIT Assistant Administrator/AIT Licensed Nursing Facility Administrator
Friona, TX Authorized to work in the US for any employer Work Experience Assistant
Administrator/AIT Ambrosio Guillen Texas State Veterans Home - El Paso, TX August 2017 to June
2018 Prepared for annual state and VA surveys by preparing the survey readiness book and
conducting mock surveys of each department with the administrator Excellent survey results Only
three F-Tags No IJs Desk review Assisted in writing plans of correction for both state and VA
surveys Prepared annual budget for fiscal year 2018 Reconciled P&L statements and provided a
summary report for discrepancies compared to budget Conducted daily audits to ensure adherence
to survey plan of correction Facilitated resident council meetings in conjunction with the resident
council president Assisted the administrator with resident and family member grievances Served as
acting administrator during pharmacy rep exits Helped with all aspects of a corporate transition;
including budgeting, file transfers, and labor planning Attended Texas HHS "Successful DON"
training Data Analyst/ Database Administrator C3i Solutions - El Paso, TX January 2011 to May
2018 Maintenance of ePowerCenter Consumer Response Management Database for Dean Foods
Create and analyze various reports for both internal and client use Re-designed standardized
complaint reporting utilizing Excel VBA, thereby saving the client over \$8,000 annually Maintain
Confluence KnowledgeBase program to ensure Dean Foods agents have access to up-to-date and
accurate information Developed, facilitated, and coordinated various large projects for the client
Monitor agents' consumer contacts to ensure proper procedures are followed Provide critical
information to the client regarding trending issues and other consumer feedback Education BS in
Business Administration in Business Administration Texas A & M - Commerce, TX Skills
Management (10+ years), Customer Service (10+ years), Accounting (3 years), Microsoft Office
(10+ years), Healthcare, Outlook, Documentation, Scheduling, Microsoft Word, CPR
Certifications/Licenses Licensed Nursing Facility Administrator December 2018 to December 2020
License #: 12034

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