

# Gloria Shepherd



9728 Fair Oaks Blvd Apt 203 • Fair Oaks, CA 95628 • Phone: 530 209-4155 • E-Mail: gashephe@gmail.com

## Objective

I'm dependable and willing to take on new tasks. I have a good understanding of organizational goals from my past experience and I like learning new things and becoming proficient at them in order to meet goals and expectations.

## Experience

Current 2006-2012 Dignity Health (formerly CHW)

- Manager of Environmental Services Department in Hospital setting overseeing staff of 80 employees. Worked closely with Infection Control, Safety, Emergency Preparedness, Ethics and Patient Satisfaction.
- CHESP Certified

Previous 2004-2006 Dignity Health (formerly CHW)

- Quality Improvement/Risk Coordinator providing Administrative Support preparing reports including Monthly Operating spreadsheets and graphs.
- Maintained Legal files
- Patient Satisfaction Coordinator preparing meetings, minutes, and participated in various facility committees including Environment of Care.
- Backed Work Comp Claims

Previous 2002-2004 Dignity Health (formerly CHW)

Administrative Secretary for Quality/Risk Management/Case Management/Utilization Review/Education

## Education

Shasta College Redding, CA 2000

AA Legal Assistant

Simpson University Redding, CA 2005

BA Organizational Leadership

## Skills

I have experience in many departments in an organization and understand the drivers and what it takes to help them succeed. I enjoy networking and making good contacts while providing excellent service.