**K A T E R O C K E R**

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**PROFESSIONAL EXPERIENCE**

**Convertiv** Portland, Oregon 2013 - Present

*Executive Assistant*

* Execute social media against the company’s editorial calendar; perform market research and abstract metrics; ghost-write executive’s blog entries as needed; identify growth opportunities and draft proposals; contact bloggers to solicit guest-blogging opportunities for executives; attend management meetings and translate notes into PowerPoint decks; proofread and edit documents; manage calendar and travel arrangement; budget analysis and expense report reconciliation; technical, creative and project support as assigned; satisfy a high volume of tasks by deadline.
* 25% increase in Twitter followers.
* Created employee handbook.

**MetroHealth Emergency Department** Cleveland, Ohio 2011 – 2013

*Co-Chief Medical Scribe*

* Functioned as a medical data information manager specializing in charting the physician-patient encounter in real-time using the emergency department’s electronic medical record software.
* Significantly improved objective performance metrics including increased relative value units per shift, number of patients seen per shift, average charge per billable visit, clinical time vs. administrative time and rate of reimbursement at appropriate chart level upon initial submission; decreased rate of down-coded / deficient charts.
* Expanded program to include trauma cases and clinical decision unit; developed associated EMR templates and training materials.
* Created an on-call system that resolved the issue of unscheduled absences; negotiated overtime pay rate for on-call shifts.

**BCBG**  Portland, Oregon 2007 - 2009

*Sales Associate / Assistant Visual Merchandiser*

* Designed and executed strategic visual concepts that communicated novel interpretations of current trends while targeting business objectives and maintaining compliance with brand standards; consistently satisfied individual sales goals; developed a loyal local and out-of-state client base.

**Mercedes-Benz of Portland** Portland, Oregon 2005 – 2007

*Administrative Assistant*

* General clerical support; client relationship management; central contact for general sales department information; multi-line phone system / filing system management; processed vehicle purchase orders; client satisfaction follow-up; assisted with marketing projects; database management.

**VOLUNTEER EXPERIENCE**

*Palliative Medicine – Being There Team* **Oregon Health & Science University** 2011

* Provided non-medical support to terminally ill and actively dying patients whom would have otherwise been alone during their hospital admission; performed clinical rounds and gave report during treatment team meetings; trained incoming volunteers.

*Research Assistant – Department of Psychiatry* **Oregon Health & Science University** 2010

* Assisted in administering semi-structured clinical interviews (KSAD, SCID); cognitive / academic tests (WISC, WIAT, WAIS, WRAT) and neuropsychological computerized tasks; assisted in administering MRI scans; provided feedback to study subjects; data entry and general laboratory tasks.

**EDUCATION**

**Portland State University,** B.S., *magna cum laude* in Psychology, June 2011

**SKILLS**

* Advanced level of proficiency with Microsoft Office Suite including Excel, PowerPoint, Word, Outlook, Visio and SharePoint; Adobe Photoshop; Adobe Acrobat; Epic Clinical Systems; Systat; SPSS and Minitab.
* Able to disambiguate complex concepts, provide concrete examples and modify instructions / training material to be congruent with different learning styles.
* Able to manage projects in tandem, prioritize competing requests quickly and satisfy objectives efficiently without compromising quality.
* Resourceful and confident when faced with ambiguity or novelty.
* Able to cultivate team cohesion, identify and develop strengths in others and guide collective efforts towards the satisfaction of a common goal.