**Alexia huesgen**

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**PROGRAM MANAGAMENT ANALYST**

CLIENT & vENDOR NEGOTIATION | HEALTHCARE PROGRAM ANALYSIS | organizational skills

***Strong enthusiasm in patient facilitation, program management, and business improvement.***

Detail-oriented, dynamic, and dedicated administrative and medical professional with nearly 10 years of wide-ranging experience specializing in program management and development – providing technical support, patient care, operational assistance, and professional administrative services. Strategically focused with exceptional leadership skills and ability to manage multiple patients and supervise project management life cycle from initiation to project close while resolving escalated project risks and issues, enabling higher efficiency in project delivery. An analytical leader who can communicate effectively with diverse populations in written, verbal, and presentation formats. Possess strong business acumen and analytic skill set. Capable of identifying and resolving business and technical challenges while building lasting relationships. Equipped with an excellent work ethic, a well-built sense of responsibility, and a very commendable track record of dependability.

**CORE COMPETENCIES**

• Product & Project Management

• Prioritization & Time Management

• Problem Solving & Conflict Resolution

• Customer Management Skills

• Cross-functional Collaboration

• Elite-level in Medical Support Skills

• Strategic Analysis & Tactical Planning

• External Communication Strategies

• Leadership & Organizational Skills

• Business Process Improvement

• Therapy Appointment

• Team Building & Leadership

**EDUCATION & TRAINING**

**Undergraduate Degree- GPA 3.9 December 2020**

**Graduate Degree – GPA 3.9 December 2021**

**Bachelor of Science in Healthcare Administration –** Champlain College, *Burlington, VT* **December 2020**

**Master of Science – Executive Leadership –** Champlain College, *Burlington, VT* **December 2021**

**CERTIFICATIONS & ACCOMPLISHMENTS**

**Introduction to Community Emergency Response Teams Introduction to Incident Command System (ICS) for Single Resources and Initial Action Incident National Incident Management**

**Johns Hopkins University Patient Safety and Quality Improvement: Developing a Systems View**

**Essential Epidemiologic Tools for Public Health Practice**

**National Response Framework**

**Basic Life Support (BLS)**

**CPR/AED**

**PROFESSIONAL EXPERIENCE**

**BUSINESS ANALYST**

Amazon **February 2022- Present**

• Deep dive into massive data sets to answer key business questions using MS Excel,SQL and other data manipulation languages.

**•** Identify, develop, and execute data analysis to help marketing, product and category functions create more business impact.

**•** Presents written recommendations and insights to key stakeholders.

**STAFF COORDINATOR September 2021 – February 2022**

Amazon Tracy, CA

• Planned, organized, and scheduled workers to ensure that the company's labor requirements and needs are successfully fulfilled.

• Managed and ensured that all the personnel requirements for each work shift comply with internal and external regulations.

• Assisted and helped employees understand the duties and responsibilities and the company's operating procedures and rules.

• Investigated the company’s staffing needs, took actions to staff accordingly, and work with recruiting agencies when needed.

**AREA MANAGER January 2021 – September 2021**

Amazon Tracy, CA

• Supported all the safety programs and OSHA compliance to ensure a safe work environment for all the company associates.

• Ensured all the performed procedures are successfully followed for building security and for the prevention of product loss.

• Partnered with the management team to establish and maintain high quality control standards of employees and equipment.

• Coached, lead, and developed a team of fifty to two hundred (50 to 200) Amazon associates in the company.

**WAREHOUSE WORKER July 2020 – December 2020**

Amazon St. Louis, MO

• Performed warehouse operations and order fulfillment, encompassing shipment preparation, packaging, and review of documents ensuring safe arrival to customers and thorough inspection of all outgoing shipments, assuring quality standards compliance.

• Demonstrated professionalism through effective communication and interpersonal skills to accomplish the company goals.

• Facilitated effective quality control, maintaining accuracy and reviewing each container, product, packaging, and label.

**ADMINISTRATIVE ASSISTANT November 2019 – March 2020**

Clayton Behavioral Ladue, MO

• Administered accurate patient data input, prior authorizations and processing of invoices and expenses, utilizing Therapy Appointment and TSYS systems, as well as facilitated all aspects of office responsibilities in an active office environment.

• Cordial answering of multi-line phones, routing calls and messages and enthusiastically greeting of patients and visitors.

• Encouraged patients to cope with ambiguity accept inconsistencies and trust intuition in decision-making through effective positive uncertainty and multi-systemic family systems therapy.

**CLIENT SERVICE REPRESENTATIVE January 2019 – November 2019**

Ciox Health St Louis, MO

• Maintained detailed log for medical information and records requests, conforming to all facility, company, and legal guidelines.

• Flagged incomplete or inaccurate information through painstaking review of patient charts, promptly alerting proper personnel.

• Ensured patients' understanding of release forms to obtain medical and treatment records from other service providers, received proper signatures, as well as conducted rigorous record audits, assuring accuracy at all times.

**RECEPTIONIST May 2017 – June 2018**

Fast Track Urgent Care St Louis, MO

• Offered pleasant greetings to patients, guardians, and visitors while providing accurate, timely information and direction.

• Collected and processed cash, credit card, and check transactions and immediately updated account balances of patients.

• Employed Availity software for accurate input of patient insurance information and to provide fast and easy transactions.

• Ensured patients' understanding of documentation, devoting necessary time for review and discussion to avoid conflicts.

• Maintained a calm demeanor with upset or angry patients, rapidly solving problems or escalated to management, rebuilding client trust, as well as demonstrated proficiencies in telephone answering, emails, and customer assistance.

**PERSONAL CARE WORKER October 014 – January 22017**

Consumer Direct St Louis, MO

• Intently monitored the patient’s vital signs, administered medications as prescribed, exceptional bedside and personal care.

• Fulfilled the housekeeping responsibilities from cooking, cleaning, laundry, dishwashing up to running numerous errands.

• Assisted with the patient’s hygiene and ambulation while ensuring that the patients were awake at the assigned time.

• Evaluated patients’' needs and planned for continuing services through active participation in case reviews and consultation with the team caring for clients, as well as provided compassionate care for elderly and disabled clients.

**EMT INTERN December 2013 – June 2014**

SSM DePaul Hospital St Louis, MO

• Leveraged comprehensive knowledge of emergency medicine to assess, treat, stabilize and transport seriously ill or injured patients to area hospitals and trauma centers as well as assured patents' health, safety and comfort throughout treatment.

• Reassured all patients and family members, and enabled accurate gathering of crucial information to aid in care decisions.

• Assessed patients' vital signs and medical history, determined emergency circumstances and orchestrated emergency treatment.

• Attentive to EKG, executing cardiopulmonary resuscitation (CPR) and/or skilled operation of a defibrillator on patients in cardiac arrest.

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**TECHNICAL SKILLS**

Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook), Software System Testing, TSYS, Epic Systems, All-scripts,Salesforce.