

Jessica Claire

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PROFESSIONAL SUMMARY

Talented and professional Healthcare Administrator offering exceptional and outcomes-based services, combined with knowledge and experience of a variety of clinical best practices. A leader with strong organizational and communication skills, with the ability to concurrently direct multiple healthcare administrative affairs. A valuable asset with a proven record of facilitating support services and managing fast-paced business operations.

SKILL HIGHLIGHTS

- Healthcare Informatics
- Leadership
- Communication and Relationship Management
- Process Improvement
- Business Operations
- Time Management
- Decision Making and Problem Solving

PROFESSIONAL EXPERIENCE

HEALTHCARE ADMINISTRATOR 07/2006 to CURRENT

Brookdale Senior Living | Kennewick, WA,

- Provide thorough supervision for day-to-day operations of department in accordance with set policies and guidelines.
- Observe strict confidentiality and safeguard all patient-related information.
- Coordinate with finance department to devise and ensure that the department is operating within budgetary guidelines.
- Process monthly reports for department performance.
- Reconcile monthly billing reports and execute statistical reports.
- Revise policies and procedures in accordance with changes in local, state and federal laws and regulations.
- Carefully review medical records for accuracy and completion as required by insurance companies.
- Liaise with management, clinical staff and the community.
- Examine diagnosis codes for accuracy, completeness, specificity and appropriateness according to services rendered.
- Properly route agreements, contracts and invoices through the signature process.
- Conduct new employee orientation/training to foster positive attitude toward organizational objectives.
- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Identified inefficiencies and made recommendations for process improvements.

HUMAN RESOURCES ASSISTANT 2006 to 07/2006

City Of Farmington Nm | Farmington, NM,

- Maintained confidential security information using Automated Electronic Guard Information System (AEGIS) and Justice Consolidated Office Network (JCON) and ensure appropriate modifications.
- Worked with candidates to complete and submit application for Census suitability.
- Administered pre-entry security screening procedures for employees and contractual personnel.
- Managed candidates through hiring process and provided administrative support by creating more than 1,000 confidential personnel records.
- Reviewed federal and state laws to confirm and enforce company compliance.
- Verified references, reviewed clearance requests, and reports of background investigations to detect omissions in information.
- Photographed and fingerprint new employees.
- Confirmed employees had supporting credentials required in completion of adjudication determinations before authenticating certified court documents.

OPERATIONS OFFICE MANAGER 07/2003 to 2006

Diakon Logistics, Inc | City, STATE,

- Oversaw scheduling for the day-to-day activities of 24 transportation employees.
- Identified inefficiencies and made recommendations for process improvements.
- Prepared invoices for all customers in the logistics department at the end of every month.
- Mentored, coached and trained 5 team members.
- Responded to employee inquiries regarding payroll and timekeeping.

- Prepared purchase orders and expense reports.
- Reviewed, investigated and corrected errors and inconsistencies in financial entries, documents and reports.
- Monitored department performance data to identify and avoid potential risks.
- Prepared correspondence, accounting and financial documents for analysis.
- Managed payroll and time and attendance systems.

SKILLS

Active Learning, Calendaring, Computer Proficiency, Coordination, Creative Problem Solving, Critical Thinking, Customer Needs Assessment, Customer Service, Data Collection, Data Entry, Documentation, Email, Executive Management Support, Filing, Grammar, Internet Research, Letters and Memos, Microsoft Excel, Microsoft Access, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Multi-Task Management, Organizational Skills, Prioritization, Proofreading, Reading Comprehension, Report Transcription, Research, Scheduling, Speaking, Spreadsheets, Telephone Skills, Time Management, Travel Arrangements, Typing, Vendor Management, Writing, Medical Terminology, Office Equipment, Payroll, Personnel, Policies and Procedures, Expense Reports, Customer Service, Billing, Administrative Support, Patient-focused care, Excellent interpersonal skills

EDUCATION AND TRAINING

MBA | Health Services Administration 06/2012
Strayer University, Camp Springs, MD
 GPA:

Bachelor of Science | Management 06/2008
Potomac College, Washington, DC
 GPA: Dean's List

Associate of Science | Business Management 06/2005
Prince George's Community College, Largo, MD
 GPA:

ADDITIONAL INFORMATION

PROFESSIONAL RECOGNITION and HONORS
 U.S. Department of State: Certificate of Appreciation for Exemplary Participation in Take Your Child to Work Day 2008
 U.S. Department of State: Certificate of Recognition for Outstanding Performance 2009
 U.S. Department of State: Certificate of Appreciation for Outstanding Performance 2010, 2011, 2012, 2013, 2014, 2015