

Calvin J. Hill Jr.

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Summary

- Over 9 years of healthcare and project management experience.
 - Excellent communication with members of the team and senior leadership.
 - Works with all levels of internal and external stakeholders to champion and manage client relationships.
 - More than 9 years customer service and customer relations experience.
 - Experience with financial management of special projects.
 - Proficient in Microsoft Office Suite, IDX, Epic, SQL.
 - Experience with front and back office administration.
 - Knowledgeable of medical insurance, health records, coding and billing.
 - Excellent analytical and problem solving skills.
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Key Skills

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|---------------------------------|---------------------------|---------------------------|
| • SQL | • Tableau | • Analytics |
| • Dale Carnegie Human Relations | • Excel | • Complex Problem Solving |
| • Leadership | • Team Building | • Python |
| • Customer Service | • Time Management | • Public Speaking |
| • Organization | • Effective Communication | • Decision Making |
| • Management of Resources | • Strategic Planning | • Critical Thinking |
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Business Analyst

Sentara Healthcare Physician Billing Office
Norfolk, VA – December 2019 to Present

- Writes SQL queries for reporting requests using SQL Server.
- Provides visualization and data insights using Tableau.
- Trains team members on SQL.
- Meets with departmental and senior leaders to provide data for decision making.
- Works with Big Four auditors for integrity and compliance reporting.
- Created customized reporting and analytics for telehealth services related to COVID-19.
- Routinely develops ad hoc reports for administrative and operational departments.
- Provides weekly and monthly routine financial reports for senior leadership.
- Researches data to provide analysis for operational decisions.

Practice Manager

Sentara Healthcare Pulmonary and Critical Care Specialists
Virginia Beach, VA – July 2018 to December 2019

- Managed office operations for 3 offices with 13 Physicians, 1 Advanced Practicing Clinician, and 1 Audiologist.
 - Supervised 17 staff including front desk, medical assistants and nurses.
 - Communicated objectives, motivates staff, builds and maintains morale.
 - Built and monitors provider office schedules to optimize office productivity.
 - Conducted employee performance evaluations and resolves employee conflicts.
 - Provided written and verbal disciplinary and performance counseling to employees.
 - Monitored copay collection rates.
 - Led team in staff in implementation of EPIC Prelude/Resolute software system.
 - Submitted payments for various invoices including office supplies, medical supplies, and gas mileage reimbursement.
 - Monitored providers schedules, no show rates, RVUs and monthly expenses.
 - Responsible for onboarding and off-boarding of physicians.
 - Partnered with practice support, IT, Marketing and other departments to complete special projects.
 - Responsible for reviewing and maintaining office budgets.
 - Ordered office and medical supplies for each office.
 - Monitored and reviews financial reports to ensure office productivity.
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Education and Training

- Bachelor of Science, Old Dominion University
- Graduate, Sentara Leadership Institute Foundations of Leadership 2013
- Graduate, Dale Carnegie Effective Communication & Human Relations 2014
- Graduate Assistant, Dale Carnegie Effective Communication & Human Relations 2016