

Sara Dwyer

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U.S. Citizen | Eligible for Veterans Preference | Open to Relocation

Professional Summary

Highly organized and mission-driven healthcare professional with over 10 years of experience supporting medical operations, patient services, and administrative coordination across military and civilian settings. Currently completing a Bachelor's in Healthcare Administration with a concentration in Leadership. Proven ability to manage electronic health records, streamline clinic workflows, ensure compliance (HIPAA, DoD), and lead cross-functional teams. Adept in billing, scheduling, and patient advocacy. Committed to operational excellence and patient-centered care.

Core Competencies

Healthcare Administration & Operations

Electronic Health Records (AHLTA, CHCS, MHS Genesis)

Medical Billing & Coding (ICD-10, CPT, HIPAA)

Team Leadership & Staff Training

Scheduling & Calendar Management

Regulatory Compliance (HIPAA, DoD, TRICARE)

Revenue Cycle Management & Denial Reduction

Quality Assurance & Patient Safety

Veteran & Military Health System Knowledge

Professional Experience

Medical Technician | U.S. Air Force Joint Base San Antonio, TX | July 2011 – August 2017

Delivered direct patient care, coordinated triage, and supported emergency and routine services in both clinical and field environments.

Scheduled appointments, verified TRICARE eligibility, and maintained patient records using AHLTA and CHCS systems.

Led junior personnel training on clinic workflows, compliance, and trauma response readiness.

Conducted QA audits, improved EHR accuracy, and reduced claim errors by 20% through referral follow-up system creation.

Collaborated with interdisciplinary teams during deployments, earning recognition for leadership under pressure.

Private Nanny (Healthcare-Oriented Household Manager) | Private Household Westerville, OH

August 2018 May 2024

Managed daily logistics for a household with four children, including healthcare appointments, medication schedules, and emergency plans.

Maintained records, coordinated care, and served as primary liaison with providers, mirroring healthcare admin duties.

Used digital scheduling systems (Cozi, Google Calendar) to streamline multi-child health and education coordination.

Demonstrated high discretion, problem-solving, and adaptability in a fast-paced, unstructured setting.

Education & Certifications

B.S. Healthcare Administration (Minor: Leadership)

American Public University Expected 2026

GPA: 3.55 | Relevant Coursework: Health Systems Delivery, Financial Management, Healthcare Law, EHR Systems, Patient Rights & Ethics

Technical Certificate Medical Billing and Coding

DeVry University Completed June 2024

GPA: 3.8 | Skills: ICD-10, CPT, HCPCS, HIPAA, Insurance Billing, Claim Appeals, Reimbursement Strategies

Formal Training & Certifications:

Basic Medical Technician Course USAF

Emergency Medical Response (EMR)

HIPAA & DoD Records Management

Veterans Preference Eligible

Technical Skills

Medical Software: AHLTA, CHCS, MHS Genesis (basic), Practice Fusion (familiarity)

Billing Tools: ICD-10, CPT, HCPCS, TRICARE, Medicare, Commercial Insurance

Microsoft Office Suite (Word, Excel, Outlook, Teams) Advanced

Typing: 60+ WPM | Secure Messaging Tools: TOL, RelayHealth

Awards & Affiliations

Meritorious Service Medal | Air Force Commendation & Achievement Medals

Member American College of Healthcare Executives (ACHE)

Member American Health Information Management Association (AHIMA)

Member MGMA | Student Veteran Organization (APUS)

Deans List & GPA Honors APU & DeVry