Sara Dwyer

1406 Leesland Drive, Westerville, OH 43081 | (740) 706-0041 | saraleeper30@outlook.com

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
* Veteran’s 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)
* Dean’s List & GPA Honors – APU & DeVry