**Gregory Guillet**

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***PROFILE***  
Highly-motivated and detail-oriented individual fluent in both Creole & French, seeking a challenging, yet rewarding and growth-oriented position in Management. Strengths include problem solving, attention to detail, flexibility, leadership, working independently, and the ability to manage multiple priorities in a fast-paced environment.

***EDUCATION***

May 2009 - D’Youville College, Buffalo NY

* Bachelors of Science in Health Service Administration - Health Services Degree

April 2011 - Phoenix University, Phoenix AZ

* Masters of Science in Health Service Administration - Concentration in Gerontology

***Healthcare Experience:***

**Paradigm Healthcare Center, Norwalk CT**  November 2010 to May 2011

*Administrator-in-Training/intern*

* Assisted overseeing the total operation of the facility.
* Educated to plan, organize, direct, and control human and fiscal/material resources in order to assure residents receive the highest quality care possible from available resources.
* Trained to function independently, with extensive autonomy within the constraints of company policy and procedure, and as outlined by a licensed Nursing Home Administrator.

*Admissions coordinator*

* Maintained a sophisticated applicant database system, frequently under heavy deadline and pressure.
* Inputted and edited sensitive applicant information, from both paper and electronic applications, and has primary responsibility for maintaining the integrity of the database.
* Conducted inquires and generates confidential reports of applicant and statistical data as requested by admissions officers.
* Produced highly confidential correspondence and complex statistical reports for the Admissions Director.
* Responsible for continued correspondence to applicants regarding status of application.
* Collaborates with other Admissions and nursing department to insure timely production and completion of application file.

**SUNY Downstate Medical Center, Brooklyn NY** May 2010 to Nov 2010

*Emergency Room Registrar*

* Represented hospital as the focal point for all initial communication with patients
* Interviewed patients at workstation or at bedside to obtain all necessary account information
* Ensured charts were completed and accurate
* Secured all signatures necessary for treatments, release of medical information, assignment of insurance benefits, and payment of services from legally responsible parties
* Interviewed incoming patients, his/her relatives, or other responsible individuals to obtain identifying and biographical information with insurance and financial information
* Informed former patients or their representatives of delinquent accounts, made attempts in obtaining payment, and referred delinquent accounts to the Manager/Supervisor for further action
* Worked with physician offices and ancillary departments, forwarding relevant documents and providing information when necessary

**Summit Healthcare Solutions, Williamsville NY** September 2008 to November 2009

*Medicaid Insurance Case Manager*

* Screened potential individuals regarding eligibility requirements for Medicaid coverage.
* Assisted in coordination of services to meet individual consumer needs.
* Maintained responsibility for completion of consumer records while preserving confidentiality at all times.
* Performed all duties in accordance with the company’s policies and procedures.

**Southeast Works, Depew NY** June 2007 to June 2008

*Residential Trainer*

* Assisted individuals, mostly diagnosed with Dementia and Alzheimer’s, with their daily living skills
* Carefully administered medications to all residents on a timely basis
* Maintained a log of the residents’ daily activities
* Provided therapeutic support to the residents’ family members and loved ones as needed

***Customer Service and Sales Experience:***

**Dial America Marketing group, Williamsville, NY** September 2008 to February 2009

*Telemarketer*

* Contact businesses and private individuals by telephone to sell products, services and/or support for charitable causes
* Deliver scripted sales pitch to the customer
* Demonstrated leadership by helping the training and educating of new hires
* Solicit orders for goods and services over the telephone
* Explain the product or service to potential customers
* Adjust scripted sales pitch to meet needs of specific individuals
* Handle customer questions
* Obtain customer information including names and addresses
* Record customer details including reaction to the product or service offered
* Receive orders over the telephone

***Government/Federal experience:***

**U.S Navy-USS Wasp (LHD-1) Norfolk, VA** December 2000 to August 2004

*Operations Specialist Third Class*

* Exercises general supervision over assigned sailors
* Supervises the training program of staff in the division
* Supervises the scheduling and coordinating of training activities
* Reviews a variety of training qualifications prepared by subordinate sailors

***HONORS/AWARDS/SCHOLARSHIPS & CERTIFICATIONS***

* National Defense Pin Recipient (2002). Battle E Pin Recipient (2003). Service Deployment Medal Recipient (2001 & 2003). Veterans Scholarship Fund (2008). D’Youville College’s Combat Veterans Scholarship (2007-2009). SCIP (Strategies for Crisis Intervention and Prevention) certification (2007-2008). HIPPA Training Certificate (2007). CPR, 2000-2004 (willing to renew as needed).

***COMPUTER SKILLS, LANGUAGES & MISCELLANEOUS***

* 50 WPM, Microsoft Word & Works, Microsoft Access, Microsoft PowerPoint, Microsoft Excel
* Fluent in Haitian Creole and French
* Honorable discharge, 2000-2004 (NAVY)