

ELIZABETH BRANDT

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Authorized to work in the US for any employer



WORK EXPERIENCE

Employee Engagement Manager

Scribe-X - Portland, OR
February 2019 to Present

Manage the onboarding of all new employees and company human resources for a Medical Scribe staffing company of over 300 employees.

- Responsible for retention of all new hires (25-40 per month) through responsive, thorough communication and engagement.
- Manage all new hire documentation (including background checks, drug screens, I-9's through E-Verify, etc.) and ensure new employees attend Orientation, complete training, and reach placements with their assigned medical provider.
- Handle all human resources related matters including corrective action, worker's compensation, unemployment, and terminations.
- Project Manager on the implementation of a company-wide HR/Payroll software shift that spanned the course of 6 months and managed the training of all 300 employees on how to effectively use the new software.
- Implemented several process changes within the new hire process to improve efficiency and ease for employee completion.
- Restructured interviews and recruitment workflow, leading to a 50% increase in new hires.

Office Manager

Samaritan Physical Rehabilitation Specialists - Corvallis, OR
July 2016 to February 2019

Supervise a team of front office receptionists and an insurance clerk while coordinating closely with Department Management.

- Verify each therapist's daily billing statements for accuracy to minimize errors and omissions and maximize revenue.
- Manage new patient insurance information and verify benefits with over 15 insurance providers. Personally developed a system to increase efficiency in monitoring patients in need of continuing authorization.
- Order materials for the clinic and monitor the funds granted to our department.
- Receive and respond to patient concerns, complaints, and questions while providing a high level of customer care.
- Participated in the interviewing and hiring decisions of multiple front office staff and a therapist.
- Coordinated the medical records and patient appointments during a complicated department relocation while ensuring all documentation was correct and according to the Medicare requirements followed by our organization.
- Successfully streamlined office procedures to reduce the overall required staffing hours by 64 hours a week.

Rehab Aide and Receptionist

Samaritan Rehabilitation Center - Corvallis, OR
January 2015 to July 2016

Assist therapists and front office staff with patient care and administrative duties.

- Responsible for front office administration including checking in patients, answering phones, scheduling, taking copays, etc.
- Assisted in treatment with a variety of patients in both inpatient and outpatient settings including, but not limited to spinal cord injuries, pediatrics, and geriatrics. Also assisted in the disciplines of Physical Therapy, Occupational Therapy, and Speech Therapy.

Anatomy Lab Teacher's Assistant

Brigham Young University - Provo, UT

September 2008 to December 2013

Instructed 20 students for a 2-hour lab working on cadavers and specimens, helping them identify certain structures by sight.

- Completed 7 semesters, totaling instructing over 180 students in the lab, and helping hundreds of other students in open study sessions.
- Promoted to manage and evaluate over 45 other teacher's assistants providing them with training on teaching techniques and time management in the lab.
- Promoted to become a teacher's assistant for the cadaver dissection lab where I oversaw a group of 5 students taking the course, ensuring they understood the anatomy correctly and implemented proper dissection techniques.



EDUCATION

Bachelor of Science in Exercise Science

Brigham Young University, College of Life Sciences - Provo, UT

April 2014



SKILLS

- Proficient user "Paycom" (HR/Payroll Software)
- E-Verify
- Enjoys problem solving and process improvement
- Adaptability
- Unparalleled customer service and care
- Fluent in French
- Human Resources
- Recruiting
- Microsoft Office
- Google Suite
- Interviewing