

Lakana Emma Bixler

8 Spruce Street #21L • New York, NY • 267-760-2112 • leb5313@gmail.com

RELEVANT EXPERIENCE:

Healthie

New York, NY

Customer Success Manager

Jul 2017-Present

- Manage and develop relationships with over 400 healthcare provider practices, equating to ~\$500k in ARR out of a currently ~\$2 million ARR business, by helping tailor the platform to individual business needs
- Helped drive revenue expansion by upselling ~8% of accounts over the course of the last year, due to growing demand from clients for higher account allowances, resulting in ~\$32k in additional ARR
- Participate in sales demos by leveraging platform expertise to present specific advantages to various prospective clients in order to help facilitate client acquisition
- Trained new team members who now successfully manage over 200 accounts, with \$200k-\$300k in ARR

Yelp

New York, NY

Account Executive

Jun 2016-Mar 2017

- Managed and originated client accounts in the Ohio and Louisiana regions, and helped implement advertisement packages for a wide range of businesses
- Generated over \$30,000 in revenue for the company, consistently exceeding metrics and quota expectations

DaVita HealthCare Partners

Malvern, PA

Health Assistant Coordinator

Aug 2015 – May 2016

- Served as a liaison between Registered Nurses and health facilities by performing daily tasks, which included conducting daily hospital updates, routinely entering medical data, interacting with insurance case managers and maintaining member's files, ensuring that all documents were updated and followed HIPPA regulation
- Awarded Employee of the Month in Jan 2016 for efficiently executing daily tasks, while assuming additional responsibilities such as training new employees and representing the department at monthly meetings

Devereux Foundation

West Chester, PA

Direct Support Professional

Jul 2014 – Jul 2015

- Managed the planning and implementation of recreational, social and other developmental programs for 3-6 children and adolescents, at a given time, with varying degrees of intellectual/developmental disabilities and autism spectrum disorders

Mount Nittany Medical Center

State College, PA

Unit Aid Volunteer – Ambulatory Care Unit

Jan 2013 – May 2014

- Assisted in the care of patients with acute illnesses and during minor surgical and medical procedures

Penn State Human Development and Family Studies Department

University Park, PA

Research Assistant

Jan 2012 – May 2012

- Analyzed social dynamics of elementary school classrooms in the State College and Pittsburgh areas and consolidated research information into a centralized Excel database

EDUCATION:

The Pennsylvania State University

University Park, PA

B.S. in Biobehavioral Health

Class of 2014

SKILLS & INTERESTS:

Software: Proficient in Salesforce, working knowledge of Microsoft Office products (Word, Excel, PowerPoint)

Professional: CPR Certified, Emergency Medical Technician 2014 Certified

Interests: Playing the clarinet (High-school orchestra - First Chair), creative writing, *Game of Thrones*