

Dewanda Robinson

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Fort Worth, Texas 76116

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SCHEDULER/COORDINATOR

Coordination | Administrative Support | Patient Care

Versatile nursing health care professional with extensive experience coordinating the logistics of health care for a variety of patients in a variety of settings. Able to combine previous scheduling and certified nursing assistant experience to deliver outstanding results. Recognized for the ability to effectively coordinate activity within fast-paced, dynamic environments balancing patient needs with organizational guidelines. A strong communicator, able to develop strong relationships with patients, staff and administration to support overall health care goals.

Areas of Expertise

- Healthcare Regulations
- Doctor Interactions
- Administrative Assistance
- Communication
- Patient Assessment
- Healthcare Informatics
- Medical Documentation
- Epic Systems
- Patient Engagement
- Customer Service
- Patient Advocacy
- Microsoft Office Suite

EDUCATION & CERTIFICATION

Bachelor of Arts, Health Care Management – Concordia University, Milwaukee, WI (2013)
GPS: 3.7/4.0

Medical Billing and Coding Certified – Herzing University, Brookfield, WI (2014)

PROFESSIONAL EXPERIENCE

- COVANCE, Dallas, Tx** 2016 - Present
Research Technician
- NURSECORE MANAGEMENT, ARLINGTON, TX** 2016 - 2017
Certified Nursing Assistant (CNA)
 - Travel to a number of different facilities assisting elderly patients with a variety of daily living activities.
- AMADA SENIOR CARE, DALLAS, TX** 2016 - Present
Certified Nursing Assistant (CNA)
 - Spend time with a depressed elderly patient, assisting her with a number of tasks including store and doctor visits.
- FROEDTERT HOSPITAL, MILWAUKEE, WI** 2004 - 2015
Certified Nursing Assistant (CNA)
 - Assisted patients with everyday tasks post surgery including eating and bathing while helping doctors and nurses with a variety of clinical procedures.
 - Developed a working knowledge of medical terminology.
 - Responsible for a variety of tasks including drawing blood, accurately entering patient information into the EPIC system, emptying blood drains, setting up IV fluids, assisting with CT scans and assisting nurses transporting patients.
 - Monitored suicide patients at risk for harming themselves and elderly and cancer patient with a variety of mental issues.
 - Obtained experience working with trauma patients.
- ST. MARY HOSPITAL, MILWAUKEE, WI** 2001 - 2004
Scheduler/Healthcare Coordinator
 - Delivered exceptional service while answering phones and processed patient paperwork related to discharges and transfers.
 - Scheduled procedures including testing and X-rays and ordered medical/office supplies.
 - Accurately processed doctor orders as requested.
- ATLAS BUS COMPANY, MILWAUKEE, WI** 1996 - 2001
Dispatcher

- Successfully supervised 25 drivers, delegating assignments and assisting with direction and the location for drivers.

COMMUNITY INVOLVEMENT

Volunteer – Boys & Girls Club