I am a motivated, organized, and detail-oriented medical professional with excellent interpersonal skills and expertise in collaborating with physicians, nurses, and patients to ensure delivery of high-quality patient care. Strengths include strong customer service skills, fast and accurate transcription skills, familiarity with medical terminology and familiar with automated patient databases and medical software. In addition, I am skilled at handling emergencies, medical risks and supervising hostile conditions.

## **Core Competencies**

- Patient care
- Communication management
- Team coordination
- Scheduling & meetings coordination
- Chart & lab log maintenance

- Charge Reconciliation
- Data entry
- Front desk handling
- Extensive clerical work
- Patient registration & discharge

#### PROFESSIONAL EXPERIENCE

#### ASHWOOD COURT ASSISTED LIVING - BEDFORD, TX

#### **Weekend Manager**

Nov 2014-Present

Responsible for overall operations of the facility. Manage twelve employees and oversee scheduling, staffing, and admissions. Provide individualized care according to resident needs and plan of care. Performs other duties as assigned.

## **Key Accomplishment:**

• Developed and implemented scheduling process to ensure staffing requirements are met throughout the weekend.

## SELECT SPECIALTY HOSPITAL - Dallas, TX

**Staffing Coordinator** 

**Telemetry Tech** 

**Certified Nursing Assistant** 

**Unit Secretary** 

Nov 2012 - Nov 2013

Oct 2015-Present

Managed unit communication which included promptly answering telephones, activating paging system and group mail. Documented and maintained medical records as per policy and communicated information to various departments to ensure quality patient care delivery. Notified appropriate departments regarding admission, transfer, referral and discharge of patients.

# **Key Accomplishments:**

- Developed and implemented an interdepartmental communication system through interactive status boards that enhanced interdepartmental communication by 50%.
- Developed and achieved unit goals on health, safety, cost and quality.

#### **BAYLOR @ UPTOWN SURGICAL CENTER- Dallas, TX**

**Unit Coordinator** 

Sept 2013-Jan 2016

# **Telemetry Tech**

# **Certified Nursing Assistant**

Perform a variety of clerical duties including answering phones, ordering supplies, sorting mail, restocking forms and organizing the unit. Provide nurse and physician support by transcribing orders and medications, maintaining patient charts, running labs, paging physicians, and maintaining the flow coordination for transfers.

## **Key Accomplishment:**

• Developed and maintained correspondence with other medical specialists at sister hospitals and health care centers to ensure communication and patient care.

#### ETHICUS GRAPEVINE HOSPITAL - Grapevine, TX

## **Unit Secretary**

**Sept 2011 – Sept 2012** 

Processed resident requests, relayed information on patient calls among concerned staff, balanced resident accounts, handled correspondence and collaborated with various departments to ensure quality patient care delivery. Incorporated the hospital vision, values, missions and critical goals into job performance

# **Key Accomplishment:**

• Initiated weekly meetings with other unit secretaries to discuss and report any departmental insufficiencies identified.

#### LIFECARE HOSPITALS OF NORTH TEXAS – Dallas, TX

#### **Administrative Assistant to CEO**

**Aug 2009 – Aug 2011** 

Performed various clerical duties that included complex and confidential support services for the members of the hospital leadership team. Involved in department activities, transdisciplinary team activities, and LifeCare activities to ensure individualized, patient-centered health care for all patient population admitted to LifeCare Hospital.

## **Outpatient Coordinator**

Aug 2006 – Aug 2009

Generated leads and set appointments for Rehab and Lab Departments. Prepared schedules for nursing departments, and assisted wound care nurses.

## **Key Accomplishment:**

• Identified and coordinated daily staffing needs that resulted in savings of over 20% annually.

#### ADDITIONAL PROFESSIONAL EXPERIENCE

Patient Coordinator, Obesity Surgery Specialists - Dallas, TX	Dec 2006 – Sept 2007
Admissions Coordinator, Select Specialty Hospital- Dallas, TX	June 2004 – Oct 2006
Staffing Coordinator, Kindred Hospital – Arlington, TX	June 1998 – June 2004
GI Lab Tech, Harris Methodist Hospital - Bedford, TX	May 1999 – July 2000
ICU Secretary, Baylor Richardson Medical Center- Richardson, TX	May 1996 – July 1998
Nurse & Monitor Tech, Harris Continued Care Hospital - Bedford, TX	June 1994 – May 1996
Certified Nurse Assistant, Heartland Healthcare Corporation - Bedford, TX	Sept 1992 – May 1994

#### **EDUCATION**

Richland College - Dallas, Texas / 1996 - 1997

Major: Social Work / Minor: Psychology

Texas Southern University - Houston, Texas / 1988 - 1992

Major: Social Work / Minor: Psychology

#### PROFESSIONAL AFFILIATION

National Association of Health Unit Coordinators, Inc., Current Member