

Celeste Ware

Therapist

Dallas, TX 75241

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2142065052

To excel as therapist or mental specialist in which my skills and education I have mastered throughout my career can be fully utilized.

Authorized to work in the US for any employer

Work Experience

Case Manager/ Intake Specialist

Dallas Behavioral Healthcare Hospital - DeSoto, TX

January 2018 to Present

- Responsible for review/approval of the New Relationship Review Form (Know Your Client Story) of all new clients for the above-mentioned businesses; making sure both the client's story and the source of wealth supporting documentation are according to business' and enterprise AML Compliance standards/policies/guidelines. The Case Manager will
- Strengthen and improve Case Management Services: Establish strong relationships with clinicians and other health care team members. Communicate data on population case managed, utilization and outcomes. Education of staff/clinicians. Development and distribution of education, tools and materials for member coordination. Contributing to ongoing process improvement including related procedures, policies, patient support and documentation tools
- Facilitates multidisciplinary communication to maintain ongoing, positive relationships with healthcare team, patients, families, payers/TPA and community providers; functions as a resource to all customers to optimize care coordination and resource utilization Initiates and leads team conferences to achieve consensus regarding continuing care plans
- Making sure Initial Case Management assessments are performed on all new admissions
- The case manager role is structured around 3 major functions: care coordination, utilization management and discharge planning. Each of these functions supports the CM department goals: improved patient satisfaction and patient outcomes, decreased length of stay and decrease unit cost. The case manager provides case management resources to the inpatient CM program on both medical-surgical and psychiatric units
- Monitor and assure implementation of complex medication regimens; provide support for patient/family. Collaborative partnership with clinicians and members of the care team. Responsibilities include assessment, analysis, planning and implementation of medication regimens and monitoring their effectiveness; maintaining and evaluating the plan of care; facilitating changes in the plan and brokerage of necessary services
- Participating in all Utilization Management performance improvement projects

Shipping and Receiving Clerk

Kenco Logistics - Farmers Branch, TX

July 2016 to January 2018

Place orders for the facility to ensure timely and efficient shipment and delivery

- Maintain strong internal and external customer relationship
- Experienced in Lean implementation to improve processes through process improvements
- Knowledgeable in removing variation margin to improve processes through Gemba Walks and Kaizens
- Analyzed, prioritized, and delegated reports to execute task in a timely manner
- Experienced in managing manpower to compensate workloads
- Managed Amazon client to make all orders where process and shipped to customer specifications
- Process inbound orders by using EDI and ASN systemic transfers
- Verified all inbound orders to ensure accurate inventory levels
- Process all returns for the Dymatize Distribution Center(Internationally)

Therapist

Epiphany Meeting Destiny - Dallas, TX

October 2013 to July 2016

Helping clients reflect on issues to help them make positive changes

- Encouraging clients to talk
- Keeping records of past sessions
- Setting up a contract to establish what will be covered in the sessions
- General office duties, fax, mailing, client check in and out etc.
- Reporting to Lead Therapist client day to day growth or regression

Carhop

Sonic - Dallas, TX

August 2012 to September 2013

Carhop

- Served customers with white glove serves
- Ensure customer requests were filled and transaction accurate in a timely manner
- Worked in fast pace environment while multi-tasking

Education

Bachelor of Science in Psychology

Capella University

Skills

Mental Health, Counseling, Bilingual, Case Management, Microsoft Office, problem solving, Management, Documentation, Therapy, Customer Service, Data Entry, Bilingual Spanish

Assessments

Customer Focus & Orientation — Familiar

May 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_assignment/t7rejgb2rvlqswyj

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

- Bilingual with effective communication skills, speak fluent English and Spanish
- Proficient in Microsoft Office Suite, Access, AS400, Warehouse Management Efficiency & UltiPro,
- Managed operational processes and systems driven by Key Performance Indicators
- Proven ability to multiple task in a fast-paced environment
- Building customer relations capital; effective negotiator able to achieve win-win outcomes
- Detail Oriented, highly organized with great analytical skills
- Self-starter that is self-motivated and self-directed
- Experienced in operating by Safety, Quality, Delivery, Cost, Performance and Morales measures and KPI's