**Theactrice Taylor**

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**OBJECTIVE** Seeking a challenging position that will allow me to utilize my skills and experience in

planning and organizing with opportunities for personal contribution and professional

growth.

**HIGHLIGHT** Outstanding customer service skills

**OF SKILLS** Strong organizational skills

Experienced in working in fast-paced environment

Very efficient in managing case-loads in a fast-paced environment

Strong work ethic and high level of professionalism

Effective communication skills

Very attentive to detail

Excellent multi-tasking skills

Extremely quick learner

CPT/ICD-10 coding knowledgeable

Medical terminology knowledgeable

**EDUCATION** Bachelor of Arts in Sociology, December 2006

Major: Sociology

University of North Texas - Denton, TX

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| **EXPERIENCE**  August 2017 – Present Dallas County Health and Human Services Dallas, TX  Disease Intervention Specialist III   * Interview and conduct Public Health Disease management with newly diagnosed patients. * Investigate and determine source of the spread of STD/HIV. * Schedule patient appointments utilizing demographic and registration best practice model. * Conduct field visits and mobile phlebotomy for STD/HIV testing. * Successfully conduct case management to follow up with patients.   February 2017 – July 2017 UT Southwestern Medical Center Dallas, TX | | | |  |
| Certified Community Health Worker  * Help patients access and utilize available resources, including scheduling appointments and   assisting with completion of financial applications, as applicable.   * Provide ongoing follow-up, basic motivational interviewing and goal setting with patients   and families as defined in their plan of care. Follow-up with patients via phone calls or home visits as necessary.   * Motivate patients to be active, engaged participants in their health through active follow up   in accordance with the plan of care.   * Educate patients on chronic disease and prevention. | | | | | |
| October 2016 – January 2017 UT Southwestern Medical Center Dallas, TX | | |
| Community Health Support Specialist  * Make initial contact with patient to schedule initial care coordination encounter. * Work with physicians to assist with updating wellness metrics for Medicare Patients. * Document and route patient communication and appointments to appointed * care coordination nurses and community health workers. * Manage and complete work queues in EPIC. | | | | | |
| February 2015 – September 2016 | UT Southwestern Medical Dallas, TX |  | | | |
| Clinical Staff Assistant I  * Manage and complete work queues in EPIC. * Assess and calculate benefits for office visits and day surgery procedures. * Schedules outpatient day surgery procedures, collect copayments and coinsurance for office visits. * Perform check-in and check-out duties, update patient demographics and insurance information. * Mentor new hires. | | | | | |
| January 2007 – May 2014 | Methodist Charlton Medical Dallas, TX |  | | | |
| Registration Representative  * Verify worker’s compensation benefits for outpatient procedures and visits. * Advance quickly through the company’s insurance verification training program. * Build great rapport with patients, which resulted in being on the Patient Satisfaction Committee   for Methodist Charlton Medical Center.   * Receive recognition for keeping error rate below 5%. * Mentor new hires and volunteers. | | | | | |

**TRAINING/** Certified Community Health Worker

**CERTIFICATION** CPR/BLS Certified

Phlebotomy training

**COMPUTER** Microsoft Word

**SKILLS** Excel

PowerPoint

Outlook

EPIC Software proficiency

Meditech Software proficiency