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| ***Teresa Hill*** |

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| ***Objective*** | ***To obtain a position in the healthcare field within a company that will allow me to utilize my skills and attain personal/professional growth.*** |
| ***Experience*** | ***Sundance Behavioral Health Hospital –Receptionist***  ***02/2015 – 02/2016 (Part Time)***   * *Answers and forwards calls to appropriate personnel*   *·                     Greets and directs or announces visitors or staff*  *·                     Initiates Assessment Process for all potential patients*  *·                     Receives all patient belongings*  *·                     Maintains contractor access, student nurses and visitor access badges*  *·                     Alerts proper employees or authorities during emergencies*  *·                     Maintains journals and logs as requested or required*  *·                     Supports other departments as requested*  ***Aetna Life Insurance- Workforce Management***  ***06/31/2014- Present***   * *Developed and maintained schedule for all transaction - based work.* * *Analyzed call volume patterns to manage work shifts, lunches and breaks.* * *Managed all scheduling- related communications to the site.* * *Developed and lead Real Time Adherence (RTA) desk.* * *Adjusted workforce requirements based on changing / dynamic forecasts.* * *Ensured schedules were generated on a regular basis that coincided with the forecast*. * *Handled shift bids, assigns schedules to new employees, and updates appropriate databases.*   ***Workforce Management Analyst -Texas Health Resources***  ***01/28/2013-6/30/2014 Dallas, Texas***  ***•*** *Responsible for generating quarterly workforce projections based on the upcoming production needs.*  *• Created monthly report for management team that compared workforce costs to actual revenue production.*  *• Involved in several workforce allocation research projects designed at assisting in budgeting for planned corporate growth.*  • *Processed requests for time off and responds appropriately with information and/or approval*  *• Monitored schedule adherence, variance, and reports daily traffic volumes, headcount analysis, real time performance, and capacity plans*  *• Analyzed call volume and staffing trends and makes recommendations to management. • Generated standard reports on a scheduled basis.*  ***Workforce Management Analyst, - Citi Group Financial***  ***05/2010- 1/28/2013 - Dallas, TX***   * *Responsible for weekly workforce production and personnel costs versus expenses objectives.* * *Worked closely with the production manager to help update seasonal workforce needs prior to the summer and winter spike in business.* * *Assisted budgeting department on several projects that projected long-term workforce costs versus potential revenue from new business divisions*.   ***Admissions Transfer Representative – Presbyterian Hospital Dallas 01/2007-05/2010 Dallas, TX***   * *Collaborates with entity administrative supervisors, patient logistics, patient access and all direct admit sources to ensure proper patient placement;* * *Maintains expertise in Tele Tracking to assign beds and communicates information to sending and receiving areas; performs quick registration and notification to physicians of pertinent information such as acct#, room#, ETA etc.* * *Facilitates patient transfers in conjunction with RN staff, including transport, report, notification to sending facility re patient’s arrival;*   ***Front Desk Receptionist/ Admissions- Methodist Dallas****,*  ***06/2006-01/2007 Dallas, TX***   * *Checking patients In and Out of the clinic, verifying patients insurance.* * *Contacting the patients to confirm their scheduled visit.* * *File clerk filing away paperwork numerically.* * *Faxing, copying and sending or receiving packages.*  |  |  |  |  | | --- | --- | --- | --- | | ***Education*** | ***Davis W. Carter High School,*** *Dallas, TX*  ***08/2002-05/2006***   * *Diploma*  |  |  | | --- | --- | | ***Skills*** | * *Microsoft Office* * *Microsoft Word* * *Microsoft Access* * *Communication Skills* * *Fax Machine* * *Copier* * *Epic* * *Salesforce* * *Flow cast* * *60WPM* * *CMS* * *WFM* | | |
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