**Poula S. Kirk**

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# Summary

Motivated problem-solver with six years of demonstrated ability to supervise, lead, follow and serve in all aspects of operations, while also being responsible for the training of subordinate personnel

# Experience

Veteran Affairs Medical Center, Dallas, TX

*Medical Support Assistant, Mental Health Services/GI-Liver Medical Services*

Veteran Affairs Medical Center, Grand Junction, CO

*Advanced Medical Support Assistant, Mental Health Services*

Veteran Affairs Medical Center, Fort Worth, TX 2015-Present

*Advanced Medical Support Assistant, Mental Health Services*

*I provide direct and indirect patient care under the direction of a registered nurse and/or physician, provide for personal care, comfort and assists with a safe, clean environment. I communicate the needs of the patient/family, departmental staff and medical staff. In addition, I prepare and compile records on the patient care unit. Initiate directions from physician and nursing staff, and participate in performance improvement activities. I maintain a high degree of judgment in responding to both the employee and patient concerns and providing solutions to process problems as they affect day-to day operations.*

GI/Liver Clinic

Provide support for clinical staff to include but not limited to coordinating activities related to organ donation and transplantation. I work autonomously alongside transplant surgeons and medical professionals, and tending to ill and injured individuals under the supervision of doctors, nurses and medical professionals. My duties include taking vital signs, collecting specimens managing referrals, scheduling patient labs and/or radiological exams, generating reports, record keeping, maintaining provider schedules and calendars.  Identifying and developing ways to resolve problems with the administrative and clinical staff on access, customer service, patient flow, revenue, and data validation issues.

## United States Air Force Reserve*, Senior Airman* 2006-Present

*Personnel (2014-Present)*

*Supervised and performed HR functions. Completed personnel action requests, sourced documents and master personnel records. Interviewed and classified personnel. Advised on career progression, benefits and dependents programs. Updated personnel data system (PDS) records. Managed retention programs, assisted personnel in making career decisions and advised on benefit programs. Ensured compliance with personnel policies, directives and procedures.*

* I use my guidance and knowledge to help other Airmen reach their long-term career goals. I assist, advise and counsel military personnel and dependents of personnel on matters that concern them in the Air Force community.
* Advise members of the Air Force on career development, job specialties, promotions and training programs. Counsel and advise Airmen from all departments of the Air Force, from pilots and plumbers to construction workers and combat fighters
* Collect and furnish management data changes to the personnel systems management office. Maintain files of correspondence, regulations, directives, letters and other publications pertaining to personnel administration.
* Schedule and process personnel for separation, re-enlistment and changes of routine or special duty assignments, reassignments or other personnel action

*Health Services Management (2006-2014)*

*Managed all activities related to patient care. Planned, developed, directed and performed health services activities. Performed and directed patient management functions. Interpreted communications, directives and publications. Coordinated release of patient authorized information. Prepared health record copies and abstracts. Coordinated release of information. Prepared, filed, safeguarded, transferred and retired health records. Maintained patient locator and suspense files. Transcribed physicians' orders. Supervised the admissions, discharges and transfers.*

* Provide administrative support to the entire hospital staff. Complete various forms, research publications, draft and type letters and complete report
* Initiate, maintain, file and safeguard inpatient and outpatient medical records. Interview patients for admission and discharge purposes, verify their eligibility for medical benefits and assist in providing for patient accommodations on the inpatient unit.
* Use medical computer systems to prepare written correspondence and operate programs concerning staffing, budgeting, patient scheduling and accounting.
* Collect and account for charges for hospitalization, maintain patients' valuables and assist in arranging for aeromedical evacuation or medical care from civilian sources

# Education

Community College of the Air Force*, Wichita Falls, TX*

Health Service Management

Dallas County Community College*, Dallas, TX*

Nursing (currently enrolled)

Responsible for leadership development for the force support career field and supervisory development through professional continuing education for the Air Force.

*Airman Leadership School*

Leadership Principles is designed to provide noncommissioned officers and junior personnel in equivalent leadership positions with the requisite leadership

# Awards & Honors

Armed Forces Reserve Medal, National Defense Service Medal, Global War on Terrorism Expeditionary Medal, Global

War on Terrorism Service Medal, Air Force Training Ribbon

# Personal Skills

BLS Certification, Personnel management, capable problem solver, Detail oriented, Resource management, Windows proficiency, Mac proficiency, Microsoft Word, Microsoft Excel, Microsoft PowerPoint.