

ANGIE GUILLORY

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PROFESSIONAL EXPERIENCE

Centene Corporation

HEDIS Coordinator

Remote-TX, December 2022-Present

- Led contract staff in systems and equipment troubleshooting, reducing downtime by 25%.
- Coordinated data collection methods with providers and vendors.
- Utilized SQL queries with Snowflake relational database for **data validation** and cross-referencing, improving **data validation** speed by 30%.
- Demonstrated understanding of Medicaid, Medicare, and other **healthcare quality** plans.
- Improved **quality improvement** initiatives by analyzing HEDIS data and recommending actionable insights.
- **Facilitated** training sessions to ensure accurate and efficient data collection.

Broadstreet Institute

Community Health Data Intern

Remote-TX, April 2023- September 2024

- Supervised and enhanced new hire skills through structured guidance, increasing team productivity by 15%.
- Led intern/volunteer staff in systems and equipment access, contributing to effective **team training**.
- Conducted literature reviews and processed large datasets for insights and learnings using **advanced analytics** techniques.
- Utilized **SAS** statistical programming for **data analysis** in a project titled "Analyzing Listeria Outbreaks."
- Applied **epidemiology** principles to interpret results and draw meaningful conclusions from the **data analysis**, resulting in a 20% improvement in data accuracy.
- Authored comprehensive **report writing** for research findings, enhancing the clarity and impact of the reports.
- Demonstrated strong **verbal and written communication** skills to **communicate project** updates and findings to stakeholders.

Dario Health

Dario Coach/Remote Patient Monitoring

Remote-TX, March 2021-December 2022

- Documented individual contacts with ICD-10 and CPT codes, ensuring accurate **health record** entries.
- Adhered to quality assurance guidelines; provided health coaching and education to patients.
- Rebuilt team chat templates using **advanced analytics** and **advanced Excel** features, improving efficiency and communication accuracy by 40%.
- Conducted **quantitative analysis** on patient data to optimize health coaching strategies.
- Demonstrated strong **verbal and written communication** skills to effectively engage with patients and team members.

Hope Clinic

Certified Health Education Specialist

Waxahachie, TX, March 2020-March 2021

- Fostered professional and positive relationships with patients by conducting daily phone, text, or email coaching sessions with participants to discuss their progress and setbacks and document encounters using NextGen **electronic health record** (EHR), leading to a 25% increase in patient satisfaction.
- Adapted educational resources for low literacy and Spanish-speaking patients.
- Conducted **data exploration** to identify key trends and insights.

Stratifi Health (Catalyst Health Group)

Care Coordinator

Plano, TX, July 2019-March 2020

- Worked with diverse stakeholders in Quality and Medical teams to exceed CMS/HEDIS **healthcare quality** measures goals to enhance patient outcomes, quantify healthcare processes, and improve patient-centered care.
- Managed outreach to assigned groups and provided interventions to identified gaps in care including access to appointments, medication management, and lack of follow-up referrals, reducing ER overutilization by 15%.
- Proficiently used **Microsoft Word** and Practice Fusion EMR.
- Demonstrated strong **verbal and written communication** skills to **communicate project** goals and outcomes to team members and stakeholders.

EDUCATION

Masters Degree (MPH)

Epidemiology

East Tennessee State University

Project Title: Texas C-Section Trends: What Age, Race, and Prenatal Visits Have to Do with It

- **Skills:** SAS Base · Maternal-Child Health · Data Management · Qualitative & Quantitative Research Methodologies · Secondary Data Sources · Analytical Skills

Bachelor of Science

Health Education

Texas Woman's University

EMPLOYMENT HISTORY

Parkland Hospital | *Wound Care Technician* | Dallas-TX | August 2010- July 2019

- Developed skills in **healthcare experience** and patient care.

Vida Health | *Bilingual Health Guide* | Remote-TX | March 2020-March 2021