
KRISTIN EARNEST

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PROFESSIONAL SUMMARY

Forward-thinking, upcoming, Software Engineer with background working effectively in dynamic environments. Skilled in directing development with creative and performance-oriented approach. Well-organized and customer-focused with proven skills in project management and team leadership.

SKILLS

- Healthcare
- Web Development
- Proficient in Microsoft Office, EMR, Quick-books, HED, Salesforce, and VSCode
- Knowledge in HTML5, CSS, JavaScript, MySQL, Node.js, Command Line, Git, Bootstrap, API's, and jQuery
- Proficiency in NewLeaf, Outlook, Kronos
- Proficient in Outlook, Word, and Salesforce.
- Operational improvement
- Appointment Scheduling
- Patient Care
- HIPAA Compliance
- Insurance Knowledge
- Patient Information Collection
- Database administration
- Bookkeeping
- Strategic Planning

WORK HISTORY

Master Care Coordinator Specialist, 09/2016 to Current

Anthem (Aspire Healthcare) – Nashville, TN

- Supported providers in outpatient medical office through coordinating all administrative operations.
- Manage multiple Nurse Practitioners daily and weekly schedules.
- Answered phone calls and messages for multiple Nurse Practitioners, medical facilities, scheduling appointments and handling patient inquiries.
- Documented patient medical information, case histories and insurance details to facilitate smooth appointments.
- Follows up with recent hospitalizations, skilled nursing facilities, rehabs, and hospice transitions.

Document Intake Coordinator, 01/2016 to 09/2016

Fresenius Rx – Nashville, TN

- Fielded incoming calls daily and addressed order questions and concerns to serve customer needs.
- Reviewed orders for accuracy, errors and omissions to minimize incorrect shipments.
- Communicated with customers to verify information, fill out appropriate paperwork and carry out specified requests.

- Enroll new patients into the pharmacy (demographic, insurance, and clinic forms).
- Check eligibility and process patient insurance.

Care Partner/ Medical Receptionist, 10/2012 to 02/2016

Vanderbilt University Medical Center – Nashville, TN

- Surgical Step-down, Urology, Inpatient Medicine and Dialysis
- Maintained clean personal areas and prepared healthy meals to support client nutritional needs.
- Documented vitals, behaviors and medications in client medical records.
- Kept close eye on client vital signs, administered medications and tracked behaviors to keep healthcare supervisor well-informed.
- Documented patient medical information, case histories and insurance details to facilitate smooth appointments and payment processing.
- Completed clerical duties and tasks for clinic administration.
- Work with MediPac, StarPanel, and HED.

Administrative Assistant, 06/2011 to 02/2016

Universal Cleaning Company – Nashville, TN

- Coordinated bookkeeping activities in QuickBooks, including invoicing and accounts payable.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.
- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors.
- Coached new employees on administrative procedures, company policies and performance standards.

EDUCATION

High School Diploma: 05/2010

Antioch High School - Antioch, TN

Certificate: Nursing Assistance, 07/2011

NATS Inc. - Nashville, TN

Certificate: Full-Stack Web Development, Expected in 11/2020

Vanderbilt University - Nashville, TN

Associate of Science: Expected in 05/2021

Volunteer State Community College - Gallatin, TN