

# Kristen Christiansen

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Richmond Hill, GA | khchristiansen91@gmail.com | 910-987-8515

## Professional Summary

Detail-oriented professional with 10+ years of operational and systems management experience in healthcare and behavioral health environments. Skilled in system administration, compliance, and process automation, with recent certifications in Google Cybersecurity and Python automation. Adept at managing users, securing sensitive data, administering systems in hybrid cloud environments, and ensuring compliance with HIPAA, SOC, and security standards. Seeking to leverage both healthcare operations expertise and technical training as an Athena System Administrator.

## Key Skills

- System Administration: User account management, EMR/EHR system administration, inventory control, vendor coordination
- Cybersecurity & IT Tools: Linux CLI, SQL, Python scripting, SIEM tools, IDS, access control, vulnerability detection
- Healthcare Systems: HIPAA compliance, EMR/EHR implementation (Athena, Epic, proprietary systems), scheduling, billing workflows
- Operations & Leadership: SOP development, staff training, cross-functional collaboration, KPI reporting, risk management
- Soft Skills: Communication, problem solving, process improvement, team management

## Certifications

- Google Cybersecurity Professional Certificate, Coursera
- Automate Cybersecurity Tasks with Python, Coursera
- Homeland Security & Cybersecurity Connection, Coursera

## Professional Experience

### Assistant Operations Manager – Horizon Behavioral Health

Rincon, GA | Oct 2020 – Sep 2024

- Administered daily operations including system access, scheduling platforms, EMR workflows, and vendor software integration.
- Developed SOPs and compliance checklists aligning with HIPAA and internal IT governance.
- Implemented new digital systems improving operational efficiency by 20%.
- Conducted audits, monitored KPIs, and managed corrective actions for compliance and security standards.
- Collaborated with IT and clinical staff to streamline data management and user access across multiple systems.
- Provided staff training in secure system use and data handling.

### **Surgery Coordinator / Medical Assistant – Coastal Urology, PLLC**

Wilmington, NC | Dec 2018 – Jan 2020

- Coordinated Athena/EHR scheduling, billing, and pre/post-operative documentation for high-volume surgical practice.
- Managed patient records and data integrity in compliance with HIPAA standards.
- Assisted with implementation of EMR upgrades and trained new staff on system usage.
- Partnered with billing and insurance teams to ensure accurate coding, verification, and claim submission.
- Developed and standardized pre-op patient education protocols, improving workflow efficiency.

### **Education**

- B.S. Business Management – Ashford University, Clinton, IA
- A.A.S. Healthcare Management – Fayetteville Technical Community College
- Cybersecurity Coursework (Google, University of Colorado) –
- High School Diploma – Pine Forest HS, 2009