

LaToya R. Hill

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Work Experience:

- **Department of Veteran Affairs TVHS1310 24th Ave South Nashville, TN 37112 - 04/01/2018 – Present, Hours per week: 40, Series: 0301 Pay Plan: GS Grade: 09**
- **Program Support Assistant** (This is a federal job)
- **Duties, Accomplishments and Related Skills:**
- Coordinates processing of applications and appointments.
- Explain Credentialing and Privileging process and timeline to new applicants while providing ongoing guidance until completion.
- Provides technical advice and assistance to managers, line officials, and employees pertaining to policies and procedures related to the credentialing process.
- Present finding and credentialing files to the Professional Standards Board (PSB) for final review.
- Responsible for analyzing current privileges (initial or renewal) for compliance with threshold criteria for new privileges requested.
- Collect, analyzes, and prepares data for various recurring and non-recurring reports related to credentialing.
- Responsible for monitoring the following expiration dates: licensure, Drug Enforcement Administration (DEA), Basic Cardiac Life Support (BLS), Advanced Cardiac Life Support (ACLS), board certification and moderate sedation for medical staff.
- Serves as a credentialing administrator and VetPro program technical expert.
- Completes primary source verifications and tracks time sensitive data.
- Complies with all purchase card acquisition regulations.
- Completion of outside facility affiliations upon receipt and request in timely and efficient manner.
- Maintains professional relationship with Credentialing Department and staff members within Vanderbilt University Medical Center.
- Administers operating program and activities supporting credentialing and privileging of medical staff and licensed independent practitioners.

MS Army National Guard Hours per week: 20 Hour per month, 01/01/2004 – 4/3/2018 (Retired)

Duties, Accomplishments and Related Skills:

Units Sexual Harassment/Assault Response and Prevention

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Unit Prevent Leader for the Army Substance Abuse Program.

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Administers the units' urinalysis collections.

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Unit Equal Employment Opportunity Specialist

- Aids in the briefing of all new unit personnel regarding ASAP policies and services.
- Develops, coordinates, and delivers informed prevention education and training to the unit.
- Provides general administrative support such as preparing correspondence, forms, reports, documents and filing electronic and hard copy.
- Manage sensitive and confidential matters or personnel relations and organizational changes.

Petroleum Supply Specialist

- Meets and consults regularly with soldiers and supervisors to locate, define and correct deficiencies.
- Assigns duties, spot checks work adequacy, instruct and compile work techniques and procedures.
- Supervise and train 15 soldiers on various aircraft refueling systems during day and night operations.
- Schedule administrative support, secure necessary records and document information as required.
- Maintains accountability and perform maintenance on section equipment. Assures adherence to safety procedures and ensures keeping of efficient, clean and safe work environment.
- Provides general administrative support such as preparing correspondence, forms, reports, filing electronic and hard copy.
- Manages sensitive and confidential matters personal relations and organizational changes. Type variety of narrative reports.
- Maintains accountability of and performed maintenance on section equipment. Receives, issue, and stores bulk petroleum for distribution.
- Trained on AFARES System and cold refueling of UH-72. Selects visual samples of petroleum for laboratory testing.
- Organizes receipt and issue for bulk fuel accountability. Trained in safety of handling and using petroleum products, static electricity, and bonding.
- Receives and issues and provides guidance to lower level workers in the receipt and issue of bulk petroleum products.
- Connects grounding wire and hoses, and operates pumps, valves, and gages during pumping operation. Takes samples of fuel for laboratory analysis.
- Performs other tests for laboratory analysis to assess such operating conditions as condition of filters. Accounts for all fuels received, stored, and issued.
- Prepares and maintains logs and records to account for incoming and outgoing petroleum products, daily fuel requests and amount of consumption by user unit.

- Provides technical advice on and inspects Forward Area Refueling Point. Ensures grounding rods are installed and equipment (e.g. hoses, valves, and fittings) are in working condition and constructed in accordance with Army Regulations.
- Pressure tests all lines and ensures communications have been established with AASF Safety Officer before full-scale operation.
- Performs operator maintenance on fuel distribution system, such as lubing pump bearings, changing strainer filters, and obtains and schedules required maintenance checks or repairs on system. Prepares and updates fuel-related standing operating procedures.
- Prepares and updates POL portion of the mobilization plan for the training site. Performs other duties as assigned.
- **Department of Veteran Affairs TVHS1310 24th Ave South Nashville, TN 37112 - 02/01/2016 – 03/31/2018, Hours per week: 40, Series: 0342 Pay Plan: GS Grade: 07**
- **Program Support Assistant** (This is a federal job)
- **Duties, Accomplishments and Related Skills:**
- Provides general office support to administrative and clinical staff by utilizing office automation skills such as typing, preparing correspondence, placing/receiving calls, organizing and setting up meetings as required.
- Knowledge and past experience with using the computer programs: Microsoft Office Word, Excel, Outlook, Power Point, CPRS (Computerized Patient Record System).
- Experience with preparing correspondence, forms, manuscripts, and reports with the proper format and within governing privacy/security regulations.
- Scanning and filing of documents for initial and renewal appointments.
- Created requests for credentialing and analyzed the returned documents regarding credentialing and privileging documents for completeness and maintained files for staff, physicians and residents.
- Knowledgeable of current house-staff contract with both Meharry Medical College and Vanderbilt Medical Center and the requirements for certification of each subspecialty of Surgical Service.
- Assists individuals to be credentialed and privileged with documentation.
- Established Fee Basis service agreements for providers.
- Ability to extract data from various sources and able to report quantitative findings in a written and verbal manner.
- Schedules appointments and/or consults.
- Responsible for managing the credentialing process of all Surgical Service physicians including WOC and consultants.
- Establish Memorandum of Service Level Expectations for current and new hire providers.
- Established and maintained liaison with professional and administrative personnel in all services of the medical center, appropriate personnel in the VISN, VACO, other VAMC's and Vanderbilt University Medical center.
- Serve as time keeper.
- Ensure patients FLMA and Short-term disability documents are completed properly in a timely manner.
- Interact with people at various age levels.
- Maintained proper files of Ongoing Professional Performance Evaluation and Focus Practice Performance Evaluation on all staff, physicians, contract and WOC personnel, ensured Medical Staff Office received proper documentation to maintain records.

Department of Veteran Affairs TVHS1310 24th Ave South Nashville, TN 37112 - 02/01/2016 – Present, Hours per week: 40, Series: 0342 Pay Plan: GS Grade: 06

Administrative Support Assistant (This is a federal job)

Duties, Accomplishments and Related Skills:

- Provides general office support to administrative and clinical staff by utilizing office automation skills such as typing, preparing correspondence, placing/receiving calls, and organizing and setting up meetings as required.
- Knowledge and past experience with using the computer programs: Microsoft Office Word, Excel, Outlook, Power Point, CPRS (Computerized Patient Record System).
- Experience with preparing correspondence, forms, manuscripts, and reports with the proper format and within governing privacy/security regulations.
- Ability to handle patient complaints and direct patient concerns to the appropriate staff. Maintains and monitors training records in the Training Management System (TMS).
- Ensures sure all staff are current with mandatory training.
- Experience with the ordering of equipment/supplies, with the VA procurement process, and the ability to process procurement transactions.
- Ability to extract data from various sources and able to report quantitative findings in a written and verbal manner.
- Schedules appointments and/or consults.
- Answers incoming and make outgoing calls.
- Establish Memorandum of Service Level Expectations for current and new hire providers.
- Refer patients to other departments based on patient needs.
- Serve as time keeper.
- Ensure patients FLMA and Short-term disability documents are completed properly in a timely manner.
- Interact with people at various age levels.
- Address and respond to complaints and/or compliments and follow-up as necessary to ensure a satisfactory resolution to inquiries.

Department of Veteran Affairs TVHS 1310 24TH Ave South Nashville, TN 37212 12/01/2013 - 02/01/2016, Hours per week: 40 Series: 0679 Pay Plan: GS Grade: 06

Advanced Medical Support System (This is a federal job)

Duties, Accomplishments and Related Skills:

- Schedules appointments, cancellations, and re-scheduling patient's appointments and/or consults; entering no-show information; and monitoring the electronic wait list.
- Answers incoming and make outgoing calls.
- Prepare for clinic visits, monitoring both inpatient and outpatient appointments.
- Ensure encounter forms are completed in order to obtain appropriate workload credit.
- Refer patients to other departments based on patient needs.
- Verifies and update demographics and insurance information.
- Daily review of active/pending consults.
- Assures timely accomplishment of the assigned workload.
- Ensures all necessary health/administrative information are integrated into Computerized Patient Record System by completing the documents for scanning.
- Provide notification to the Decedent Affairs office.
- Utilizing software to pre-register patients.
- Scan or photocopy all insurance cards for accurate data for billing purposes.

Tuscaloosa VA Medical Center 3701 Loop Road East Tuscaloosa, AL 35404 05/01/2013 - 12/01/2013 Hours per week: 40

Series: 0698 Pay Plan: WG Grade: 02

Housekeeping Aid (This is a federal job)

Duties, Accomplishments and Related Skills:

- Performed a full range of light and heavy cleaning duties and routine housekeeping duties.
- Carried out assignments with a minimum of supervision.
- Dust and polished furniture and equipment.
- Emptied wastebaskets and transport other trash and waste to disposal areas.
- Maintained rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampoos.
- Ensured storage areas and carts well-stocked, clean, and tidy.

Service Employment International/Kellogg Brown and Root, Al Asad Air Base, Iraq, 09/01/2011 - 11/01/2011 Hours per week: 84

Fuel Distribution System Operator

Duties, Accomplishments and Related Skills:

- Oversea Petroleum Technician and monitor amount of fuel issued.
- Prepared and checked receiving and shipping documents.
- Performed visual inspections of fuel, flashpoint and gravity checks.
- Receives and issues and provides guidance to lower level workers in the receipt and issue of bulk petroleum products.
- Connected grounding wire and hoses, and operates pumps, valves, and gages during pumping operation.
- Gauged tanks, check for stray water content to determine volume of fuel received or issued, temperature readings and determined API gravity.
- Accounted for all fuels received, stored, and issued.
- Conducted daily, weekly, and monthly inventory of fuels.
- Prepared and maintain logs and records to account for incoming and outgoing petroleum products, daily fuel requests and amount of consumption by user unit.
- Performed daily visual inspections of fuel facilities for leaks in storage tanks, excess fuels and to ensure that pollution and fire hazards do not exist.
- Made periodic security checks for proper lighting, fencing and locking systems as outlined by regulations.
- Performed other duties as assigned.

Joint Force Headquarters MSARNG 1410 Riverside Drive Jackson, MS 39202, 09/01/2010 - 01/01/2011, Hours per week: 40

Series: 0001 Pay Plan: GS Grade: 07

Human Resource Assistant (This is a federal job)

Duties, Accomplishments and Related Skills:

- Provided customer support to units and soldiers regarding inquiries to the Student Loan Repayment Program.
- Verified eligibility through multiple automated information systems; iMARC, SIDPERS.
- Verified loan eligibility, gathered financial documents; promissory note, disbursement sheets and DD Form 2475.
- Input financial information into iMARC System.
- Established and distributed transmittal letters through USPFO to DFAS for payment.

Tuscaloosa VA Medical Center 3701 Loop Road East Tuscaloosa, AL 35404, 01/01/2010 - 03/01/2010, Hours per week: 40

Pharmacy Technician Internship

Duties, Accomplishments and Related Skills:

- Processed and filled prescription orders verified by a pharmacist in Vista Physician Order Entry System.
- Operated pharmacy information systems.
- Provided customer service both at the window and telephone.
- Initiated refill and other pharmacy requests from veterans.
- Operated pharmacy equipment including OSPAC, ScriptPro Automation device and Pyxis Dispensing System.
- Aided in maintenance of pharmacy equipment including replacing empty vials, placing medication in cells and replacing labels.
- Assisted with inventory management procedures of medications.
- Prepared sterile compounds under supervision.

- Correctly processed and packaged prescriptions for bulk mail.
- Assisted with selections of medications for 72, 96 and 120 hour cart filled drawers with unit dose medications.
- Ability to collaborate, communicate, set priorities, and organize the work.
- Ability to communicate tactfully and effectively both orally and in writing.
- Knowledge of the technical health care process as it relates to access to care.
- Knowledge of operational activities that affect patient flow.
- Knowledge of medical terminology.

Lee-Sykes Funeral Home 422 12TH Street South Columbus, MS 39702, 06/01/2007 - 12/01/2008, Hours per week: 40
Funeral Service Apprentice

Duties, Accomplishments and Related Skills:

- Conformed to laws of health and sanitation, and ensure that legal requirements concerning embalming are met. Applied cosmetics to impart lifelike appearance to the deceased.
- Incise stomach and abdominal walls and probe internal organs, using trocar, to withdraw blood and waste matter from organs. Closed incisions, using needles and sutures.
- Reshaped or reconstruct disfigured or maimed bodies when necessary, using derma-surgery techniques and materials such as clay, cotton, plaster of paris, and wax.
- Made incisions in arms or thighs and drain blood from circulatory system and replace it with embalming fluid, using pump.
- Dressed bodies and place them in caskets.
- Joined lips, using needles and thread or wire.
- Conducted interviews to arrange for the preparation of obituary notices, to assist with the selection of caskets or urns, and to determine the location and time of burials or cremations.
- Attached trocar to pump-tube, start pump, and repeat probing to force embalming fluid into organs.
- Maintained records such as itemized lists of clothing or valuables delivered with body and names of persons embalmed.
- Inserted convex celluloid or cotton between eyeballs and eyelids to prevent slipping and sinking of eyelids.
- Washed and dried bodies, using germicidal soap and towels or hot air dryers.
- Packed body orifices with cotton saturated with embalming fluid to prevent escape of gases or waste matter.
- Served as pallbearers, attend visiting rooms, and provide other assistance to the bereaved.
- Directed casket and floral display placement and arrange guest seating.
- Pressed diaphragm to evacuate air from lungs.
- Communicated tactfully and effectively both orally and in writing.
- Knowledgeable of human anatomy.
- Knowledgeable of medical terminology.

Microtel Inn and Suites 1121 Hwy 182 East Starkville, MS 39759 04/01/2006 - 12/01/2008, Hours per week: 32
Front Desk Clerk

Duties, Accomplishments and Related Skills:

- Greeted guests upon arrival to the hotel, access their information in the computer system, retrieve reservation information, secure a credit card for incidental expenses and provided guests with their keys.
- Served as the intermediaries between guests and other departments in the hotel.
- Answered telephones, schedule reservations and transferred callers to guest rooms.
- Recorded messages and distributed mail both to guests and employees of the hotel.
- Answered guests' questions concerning hotel facilities and the hotel's surrounding areas.
- Provided assistance in handling customer complaints, involving management as necessary.
- Compiled bills for hotel stays and handle checkout accepted final payment and ensured that keys are returned.

U.S. Army Active Duty Hinesville, GA, 09/01/1999 - 12/01/2003, Hours per week: 40

Petroleum Supply/Human Resource Specialist

Duties, Accomplishments and Related Skills:

- Accountable for training records, personnel performance, strength reporting, and weight control.
- Responsible for personnel in and out processing, NCO Evaluation Reports, awards, legal actions, and orders for over 160 soldiers.
- Orchestrated the preparation of Headquarters element deployment in support of Operation Iraqi Freedom.
- Served as NCOIC of Headquarters and Headquarters Company in the absence of supervisor.
- Maintained accountability of all soldiers and equipment while detached to combat forces.
- Performed preventive maintenance on section equipment.
- Trained in company supply operations and distribution of supplies throughout battalion.
- Responsible for maintaining personnel records for enlisted soldiers and officers to include medical records, evaluation reports and promotions.
- Processed paperwork and planned award or ribbon ceremony.
- Processed requests for discharge, transfer and leave requests.
- Responsible for official and unofficial correspondence.

EDUCATION:

Virginia College Birmingham, AL United States

Technical or Occupational Certificate 03/2010

GPA: 3.69 of a maximum 4.0

Credits Earned: 76 Quarter hours

Major: Pharmacy Technician

Relevant Coursework, Licenses and Certifications:

East Mississippi Community College Scooba, MS United States

Associate's Degree 12/2006

GPA: 2.8 of a maximum 4.0

Credits Earned: 75 Semester hours

Major: Funeral Service Technology

Relevant Coursework, Licenses and Certifications:

Job Related Training:

Master Resilience Trainer Certified 2017

Hazardous Material Training Certified 2017

Certified Pharmacy Technician 2012

Petroleum Supply Specialist Training 1999

Petroleum Vehicle Operator Course 2001

Licensed Embalmer 2008