

Michael Thousand

Healthcare Training Supervisor

Results-driven Supervisor responsible for overseeing operations with strong attention to detail. Experience with managing employees and mentoring new hires. Strong public speaker with the ability to explain complex ideas in easily understood ways. Working on computer programming and looking to make a career change to tech.

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WORK EXPERIENCE

Supervisor Pre-Service Advocate Aurora Health

10/2021 - Present

Achievements/Tasks

- Completely new position. Developed and implemented a brand-new onboarding process for our team members in a fully remote training environment.
- Monitored metrics and developed actionable insights to improve efficiency and performance of new hires.
- Graduated 50 new employees since launching this program.

Contact: Carrie Zier - carrie.zier@aah.org

Workforce Coordinator Advocate Aurora Health

03/2020 - 10/2021

Achievements/Tasks

- Worked with management to develop strategic and tactical plans to meet different requirements.
- Monitored and reported on employee behaviors to help adjust business strategies.
- Managed real-time inbound call traffic across multiple contact center locations.

Pre-Service Specialist Advocate Aurora Health

02/2019 - 03/2020

Achievements/Tasks

- Insurance authorization for advanced radiology procedures. Specialized in nuclear medicine and interventional radiology.
- Routinely the top performer for the authorization team, both in terms of quantity and quality of work.
- Worked directly with patients and healthcare providers as part of the authorization process.

SKILLS

People Management

Training & Mentoring

Written & Verbal Communication

HTML

CSS

JavaScript

Java

Python

Web Design

Microsoft Office

Epic Systems

Critical Thinking

Attention to Detail

Public Speaking

EDUCATION

Master of Arts - Philosophy University of Wisconsin - Milwaukee

2016 - 2018

3.88 GPA

Bachelor of Science - Philosophy Northern Michigan University

2010 - 2016

3.73 GPA

CERTIFICATES

UC Berkeley - Software Development & Programming
(08/2022 - Present)

PUBLICATIONS

Graduate Thesis

Virtuous Anger and Vicious Forgiveness

May 2018

UWM Digital Commons

<https://dc.uwm.edu/etd/1931/>



WORK EXPERIENCE

Visiting Lecturer in Philosophy

Carroll University

09/2019 - 07/2021

Achievements/Tasks

- Arranged syllabus, developed schedule, and determined reading list for varied courses simultaneously, giving students appropriate time to complete assignments and absorb information.
- Evaluated and revised lesson plans and course content to achieve student-centered learning.
- Taught ten classes (~300 students) during this time. Courses included Ethics, Bioethics, Environmental Ethics, & Introduction to Philosophy.

Contact: Kevin Guilfooy - kguilfooy@carrollu.edu

Associate Lecturer

University of Wisconsin - Milwaukee

01/2021 - 07/2021

Achievements/Tasks

- Produced five hours of recorded lectures per week and held biweekly discussion sections for students needing additional instruction.
- Selected all readings and created assignments for three, online-only courses.
- Taught ~75 students. Courses included: Modern Ethical Theories, Existentialism, Introduction to Political Philosophy.



PUBLICATIONS

Undergraduate Research Journal

A Rejection of Skeptical Theism

2016

Conspectus Borealis: Vol. 1 : Iss. 1 , Article 8

https://commons.nmu.edu/cgi/viewcontent.cgi?article=1008&context=conspectus_borealis



INTERESTS

Ethics

Continental Philosophy

Environmental Ethics

Video Game Design

Computer Coding

Computer Science

Information Technology

Cybersecurity

Reading