

# TEJAS PATEL

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Des Plaines, IL 60018 • (847) 345-9691 • tejas817@gmail.com

## Professional Summary

Dedicated professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## Skills

- Client Requirements
- Quality Assurance Reviews
- Creative Thinking
- Customer Complaint Resolution
- Data Recovery
- Administration Protocols
- Registration Paperwork
- Computer Hardware Knowledge

## Work History

**System Manager/In Home Care Supervisor**, 01/2020 to 06/2022

**Xilin Association** – Arlington Heights, IL

- Prepared schedule of 75 Homecare Aides and 80 Clients for the participant being served in the HomeTrak electronic visit verification (EVV) system.
- Monitored on a daily basis the electronic visit verification (EVV) HomeTrak system to make sure the Homecare Aides (HCA) are following their programmed schedule for each participant assigned.
- Making sure that there are memos written in the EVV system for any schedule/service deviation by confirming with the participant and HCA/FHCA.
- Review the monthly activity task report making sure it coincides with the Plan of Care for each participant.
- Make quarterly unannounced visits to any Family Homecare Aide (FHCA) who is assigned to service a family member
- Assist with the pre-employment and semi-annual trainings as deemed necessary.
- Attend meetings, conferences, or any job-related presentation deemed necessary on behalf of the agency as assigned by the Executive Director and or Immediate Supervisor.
- TTP System (IDOA)
- Entered 600 Caregivers Information on IDOA Excel Spreadsheet.
- Scanned & Uploaded 600 Caregivers Documents to TTP system.
- Updated new hire caregivers & terminated onto TTP System within 30 days of time frame.

**PCT**, 08/2018 to 11/2019

**Asbury Court** – Des Plaines, IL

- Built strong relationships with clients to deliver emotional support and companionship.
- Assisted patients with self-administered medications.
- Assisted clients with daily living need to maintain self-esteem and general wellness.
- Turned and positioned bedbound patients to prevent bedsores and maintain comfort levels.
- Provided safe mobility support to help patients move around personal and public spaces.

## Education

**Master of Management:** Expected in 11/2023

**DePaul University** - Chicago, IL

**Bachelor of Science:** Healthcare Administration, Expected in 11/2022

**DePaul University** - Chicago, IL