

Experience

Client Manager	CareCloud	December 2015 – April 2017
<ul style="list-style-type: none">• Oversaw and managed the revenue cycle management of 18 - 26 medical practices.• Consulted on revenue cycle management and industry best practices; raised revenue on insurance collections by up to 20% for accounts.• Analyzed key metrics of practice performances and advised on improvements to office workflows.• Collaborated in teams consisting of members across departments to improve client revenue performance and manage claim inventory.• Provided direct support for clients regarding software updates, new solutions, and technical issues.• Rapidly learned and communicated new software updates to clients to ensure effective system usage.		
Waiter & Expo	Kerby Lane Cafe	May 2015 – December 2015
<ul style="list-style-type: none">• Waited on and served food for customers across 4-8 tables a shift.• Prepared food for cooking staff at the beginning of each shift.• Served a variety of coffee and alcoholic drinks to customers.• Bused tables and cleaned front of cafe after each shift.• Plated, organized, and plated meals as expo for wait staff.• Coordinated with cooking staff as expo to prioritize customer orders and handle urgent requests.		
Rider, Program Chair, Texas 4000 for Cancer		January 2012 – August 2013
<ul style="list-style-type: none">• Helped plan and completed a 4,500+ mile charity bike ride from Texas to Alaska• Led two teams in raising cancer awareness via programming and public speaking• Fundraised more than \$4,500 for cancer research and support services• Volunteered 60+ hours in the greater Austin community		

Education

Bachelor of Science, Physics	University of Texas at Austin	August 2010 – May 2015
Student Teaching Assistant, Physics Department		January 2014 - December 2014
<ul style="list-style-type: none">• Helped teach undergraduates the concepts of mechanics, electricity and magnetism• Held office hours, conducted review sessions and lead students to solve example problems		
STEM Tutor, The University of Texas at Austin		September 2012 – October 2013
<ul style="list-style-type: none">• Tutored undergraduate Gateway Scholars in math, physics, biology, and chemistry• Led topical review sessions, proctored practice tests, and tutored students one-on-one and in groups		

Skills

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- **Communication:** Oral presentation, public speaking, technical writing
 - **Customer Service:** Personalized service, objection handling, technical support
 - **Leadership:** Project management, team-lead experience
 - **Technologies:** Salesforce, MS Word, MS Excel, MS Powerpoint