Rachel Fancher

Relocating to Boothwyn, PA (June 2020)

(716) 352-4271

RFancher@uw.edu

**EDUCATION** THE STATE UNIVERSITY OF NEW YORK AT OSWEGO

**Master of Business Administration**,2018

Health Services Administration

THE STATE UNIVERSITY OF NEW YORK AT BUFFALO

**Bachelor of Science in Business Administration**, 2015

Financial Analysis Concentration

**EXPERIENCE** **UNIFORM DATA SYSTEM FOR MEDICAL REHABILITATION**, Amherst, New York

**Client Support Specialist**, January 2019 – Present

* Provide education and assistance to customers with running and analyzing reports, credentialing, educational resources, and general software use for UDS-PRO®, UDS PRO Doc™, WeeFIM II®, UDS-FIMi™, LIFEware™, and AlphaFIM®
* Manage 150+ accounts by developing and maintaining successful relationships
* Conduct market research of the post-acute care industry and internal customer data base; create extensive Excel spreadsheets and provide in-depth strategic analysis
* Oversee accounts receivable aged invoices by working with customers to provide payment; generate sales orders for subscription contracts and product orders using Sage 100 software
* Process legal contracts to enroll new customers in UDSMR software, create and maintain records in Oracle Fusion Middleware Database and Goldmine CRM software
* Support product development with UAT testing to identify issues and validate software updates

**CANTERBURY WOODS**, Williamsville, New York

**Administrative Intern**, September 2017 – March 2018

* Updated facility Emergency Operations Plan with assistance of leadership team
* Led in-service trainings of EOP revisions for staff; developed educational training resources
* Assisted administrator, skilled nursing department managers, and business office managers with daily operations such as audits and resident assessments
* Reviewed skilled nursing and assisted living federal and state regulations along with organizational policies and procedures

**BAKER VICTORY SERVICES**,Lackawanna, New York

**Finance Intern**,December 2017 – March 2018

* Constructed accounts receivable aging reports; analyzed accounts receivable balances
* Posted ledger entries, prepared invoices, performed various data entry tasks

**CLAIMFOX, INC.**, Buffalo, New York

**Account Specialist**, June 2016 – June 2017

* Worked independently as the regional liaison between management and vendor
* Handled legal requests for case files and ensured HIPAA compliance of documents

**VOLUNTEER INTERNATIONAL CHILD ADVANCEMENT**,Buffalo, New York

**WORK**  **Administrative Assistant**, November 2017 – Present

* Design marketing brochures, monthly newsletters, and informational flyers
* Organize sponsor information, send mass communication to sponsors

**CERTIFICATES** UNIVERSITY OF WASHINGTON

**Certificate in SQL Server Development**, expected September 2020

THE STATE UNIVERSITY OF NEW YORK AT OSWEGO

**Graduate Advanced Certificate in Nursing Home Administration**, 2018