

Soo Bin (Sarah) Hwang

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EDUCATION

University of Washington, Department of Biology (Physiology)

2012-2016

- Bachelor of Science in Physiology, Minor in Nutrition

WORK EXPERIENCES

University of Washington Medical Center- Population Coordinator

June 2018- Present

- Outreach and care coordinator- outreach to patients regarding preventative visit and care gaps
- Facilitate and navigate appointment scheduling for assigned population patient group using Epic
- Review Medical records of patients
- Understand billing and insurance rules to assist patients and clinic personnel
- Communicate with Population managers and healthcare team
- Support other population health management projects such as panel maintenance and care gap management

Virginia Mason Medical Center- Program Coordinator (Room Scheduler)

March 2017- June 2018

- Catering, event, and conference room coordinator
- Procurement and inventory of supplemental nutritional products
- Departmental administrative duties and project work as assigned
- Cross training: Cook 1, trayline, expeditor, call center, sanitation

Nordstrom- Retail Sales

December 2016- February 2017

- Greet and respond to all customer inquiries in a timely manner in person and through the phone
- Interact with customers to identify desires and recommend additional products or alternatives
- Use of good judgment to solve customer disputes and uphold company policy
- Make sales to achieve set goals and build relationships with customers

Seattle Children's Research Institute- Child Health, Behavior & Development Intern

March 2015- March 2017

- Greet research participants and families to guide them through the building
- Provide research support by preparing paperwork or treatment activities for participants
- Organize and file confidential information with great discretion
- Input and review data in a detail-oriented way to maintain an accurate database (REDCap)
- Identify missing information on food records and collect data by interviewing participants
- Cold calling for recruitment

University of Washington Sports Nutrition- Volunteer

November 2016- March 2017

- Arrive early to prepare and open the fueling den on time for the student athletes
- Observe and restock foods low in quantity
- Create educational handouts and presentations as requested by the Registered Dietitian

Seattle Children's Hospital- Messenger/Volunteer Office Volunteer

June 2015- June 2016

- Create information packets for incoming patients and organize files containing personal information
- Deliver gifts to patients and sanitize medical equipment
- Maintain good relationships with the hospital staff and volunteers to work efficiently together and finish tasks quickly and accurately as requested

ACTIVITIES & ACCOMPLISHMENTS & CERTIFICATIONS

- Dawg Daze Leader 2014
- School of Public Health Undergraduate Symposium Presenter 2016
- University of Washington Dean's List Summer 2015, Spring 2016
- ServSafe Manager Certified 2018

SKILLS

- **Language Proficiency:** Can read, write and converse in English and Korean (Fluent)
- **Organization:** Develop innovative strategies to coordinate and complete tasks, goal-oriented to meet deadlines and effectively plan and arrange activities
- **Communication:** Ability to interact with a wide range of people by listening to understand and clarify their requests to efficiently solve problems and make decisions
- **Computer:** Proficient in SharePoint, EPIC EMR, Microsoft Office, including Word, Excel, PowerPoint and Outlook