

HARLEY HEALTHCARE

harleyhealthcare@gmail.com | 361-555-1234

Objective

Bilingual, Healthcare Administration candidate with quality management internship and customer service skills seeking the Provider Relations Representative position with Driscoll Health Plan.

Education

Bachelor of Science in Healthcare Administration, Minor in Psychology December 20xx
Texas A&M University-Corpus Christi GPA: 3.2

Certifications

BLS/CPR, American Red Cross Training Current - December 20xx

Relevant Skills/Software

Software: Meditech, Word, Excel (spreadsheets/analysis), Photoshop, Google Docs/Sheets
Languages: Spanish (intermediate), English (fluent)

Healthcare Administration Experience

Quality Management Intern Jan. 20xx-Present

Health Science Practicum - HLSC4680

Corpus Christi Medical Center, Doctors Regional, Corpus Christi, TX

- Utilize EMR system (Meditech) to evaluate patient data by dept. while maintaining patient confidentiality
- Survey/record patients' responses re: their satisfaction and experience in Cardiology Dept., enter data (Excel)
- Compile/analyze data on risk of patient falls for facility, present visual outcomes to management (pivot tables)
- Audit and report physician consultation data to improve accuracy rate of patient records in a large, group practice
- Collaborate with key hospital staff to plan and implement data gathering and analysis strategies

Professional Experience

Administrative Assistant May 20xx-Present

El Jalisco Restaurant, Alice, TX

- Utilize QuickBooks to track bank records and transactions for 3 departments in a successful restaurant
- Process accounts payable/receivable and maintain financial records including tax prep for CPA
- Organize HR on-boarding and record-keeping documents in digital (Excel) and physical files
- Coordinate event execution and set-up using creative, problem-solving abilities, and teamwork (100+ guests)

Expeditor and Customer Host Jan. 20xx-Dec. 20xx

Z Café, Corpus Christi, TX

- Greeted and accommodated guests applying professionalism and effective communication strategies
- Planned/implemented special events for VIP customers, 475+ guests: weddings, birthdays, retirements, etc.
- Maintained clean and safe environment (food prep and dining) following Texas Health Department protocols

Organizations & Awards

Health Sciences Association-President, Treasurer Sept. 20xx - Present

ABC Scholarship Recipient Aug. 20xx, March 20xx

Volunteer Activities

St. David Church Jan. 20xx-May 20xx

- Coordinated church events, organized parish membership database (700+ members)

Habitat for Humanity Project April 20xx

- Installed drywall and flooring in three homes with construction team of 18

Race for the Cure Nov. 20xx

- Assisted medical team in First Aid Tent, assessed and treated for injuries, dehydration, etc.