**Experience:**  
Pine Rest Christian Mental Health Services, Traverse City, MI  
Team Leader Support Staff Supervisor 2015–Present  
Facilitate employee reviews, monthly supervisions, and bi-weekly team meetings  
Preside over customer service training and promote a customer-friendly atmosphere  
Capitalize on industry expertise in conducting training for new staff on processes, procedures, and EMR system  
  
Career Highlights:  
Successfully tracked $13K in missed billings that occurred prior to tenure through design and execution of a new tracking system for contract billings   
Minimized scheduling errors by generating new schedules for all clinical staff   
Earned recognition for reducing outstanding owed balances by 15% in one month by facilitating extensive training for front desk on efficient collection of co-pays, co-insurance, and past due balances  
Structured training manuals for all positions under direct supervision, as well as electronic system trainings for the clinical staff   
Provided expert oversight to the Patient Assistance Funds and Keeney Grant, as well as to the application of funds to approved patients accounts   
Made substantial contribution in executing telepsychiatry in the Traverse City Clinic   
  
West Michigan Community Mental Health, Ludington, MI  
Health Services Team Officer Manager 2012–2015  
Held accountability in coordinating, administering, and integrating the Health Services Team (HST)  
Spearheaded physicians, nurses, and medical assistants; while collaborating with the clinical team leads and individuals across the organization in managing, supporting, and improving the HST services  
Ensured high quality of supplies, medical waste, samples, and patient assistant medication  
Rendered assistance in recruiting, hiring, training, and implementing personnel disciplinary action  
Collaborated with staff to continuously surpass internal performance standards   
Provided hands-on support to the Safety Committee in redefining policies and procedures  
Determined deficits and opportunities to foster an effective positive culture, as part of the Culture Committee  
  
Career Highlights:  
Played a pivotal role in containing cost and minimizing overall operating costs without compromising quality of patient care  
Designed programs to complete data collection of health statistics in order to meet the requirements of meaningful use of Medicare and Medicaid Electronic Health Record Financial Incentive Program  
Identified difficulties in practice and executed appropriate change to effectively address difficulties  
Facilitated ongoing research of best practice models of treatment and integration of physical and mental health  
Efficiently minimized communication barriers between the health clinic and the rest of the organization by developing a middle management monthly meeting, establishing trust, and increasing understanding of the different teams  
Worked in partnership with the IT Department in designing new electronic record templates for laboratory orders, AIMS test, new patient evaluation, medication review, vitals documentation, as well as vitals and allergies monitoring  
  
West Shore Medical Center, Manistee, MI  
Physical Therapy Aid | Clerk 2009–2012  
Partnered with physical therapists in providing therapy within inpatient, outpatient, and aqua settings  
Took charge of coordinating schedules of physical, occupational, and speech therapy; as well as documenting written patient charts into electronic medical record system  
  
Career Highlight:  
Successfully minimized expenses by administering an accurate account of inventory and identifying the lowest cost for needed supplies   
  
**Education:**  
Master of Business Administration: 2016  
Northwood University-DeVos School of Management, Grand Rapids, MI  
  
Bachelor of Science in Health Professions, Minor in Psychology: 2012  
Grand Valley State University, Allendale, MI  
  
Licensed Insurance Agent (Accident and Health): 2015-Present  
Licensed Real Estate Salesperson: 2013-Present  
Michigan Institute of Real Estate   
  
**Skills:**  
Health Information Technology  
Interpersonal Communication  
Healthcare Management  
Cross-functional Team Leadership  
Process Improvement  
Strategic Planning   
  
**Additional Information:**  
Awards:  
Who’s Who Among Students in American Universities and Colleges: 2016  
“You Rock” Award | Pine Rest: 2016  
Outstanding Team Performance | West Michigan Community Mental Health: 2015  
Bravo Award for Outstanding Work| West Michigan Community Mental Health: 2014  
Leadership Award | Northwood University: 2014  
Community Service Action Award Nominee | Chamber of Commerce-Manistee Area: 2013