

INTERN

Professional Summary

Client Negotiation and Mediation skills. Client Relationship building/management derived through experience. Problem identification and Solution Development Impressive management experience in systemization and regulatory compliance. Possess excellent oral and written communication skills, as well as, interpersonal skills among colleagues and outside vendors. Strong customer/client focus with the ability ascertain and analyze customer needs. Result-driven professional who has a positive attitude that serves as a foundation to deliver strong sustainable results. Maintains the skillfulness to envision new program conceptions to effectively network, collaborate, and maintain positive partnerships with staff, community and vendors. Complex problem solving skills, compassionate, safety-conscious self-starter.

Education and Training

Prairie State Jr. College May 2012 Associate of Arts : Psychology City , State , USA

Governor's State University December 2014 Bachelor of Health Administration : Health Administration City , State

Deans List (2014) Academic Achievement Award

Governors State University 2014 Associate of Arts : Nursing Home Administration City , State , USA GPA: Dean's List

NHA certification

Skill Highlights

- Proven patience and self-discipline
- Motivation techniques specialist
- Confident public speaker
- Conflict resolution
- Government relations knowledge
- Patient-oriented
- Personal and professional integrity
- Relationship and team building
- Cultural awareness and sensitivity
- Critical thinking proficiency

Professional Experience

Company Name September 2014 to July 2015 Intern

State

- Updated proposals in compliance with CME operational standards.
- Developed a working knowledge of the continuing medical education department processes and functions at Advocate South Suburban Hospital.
- Helped to coordinate and/or actively participate in various educational programs, meetings, and luncheons for the medical staff.
- Developed an increased awareness of the southland's competitive market for healthcare services.
- Maintained ongoing professionalism and strong interpersonal skills needed to achieve the goals of the department.
- Developed a working knowledge of word and excel worksheets.
- Executed all phases of credentialing for providers and facilities.
- Completed credentialing and re-credentialing for facilities and practitioners.
- Contacted providers/practitioners for information to comply with all federal, state and local regulations.
- Maintained provider files with current documentation for individuals and facilities.
- Served as a source of information regarding the status of credentialing activities.

Assisted in the design and execution of programs that contributed to a [%] growth of the organization in the [year] fiscal year. Served as liaison between management, clinical staff and the community. Ensured the accuracy of public information and materials. Established and maintained positive relationships with government regulators, residents, families, other area health care providers, physicians and community at large. Worked with state clients and stakeholders to shape procurements and identify opportunities for value added services. Contributed to and participated in community education projects to foster widespread understanding of the prevention and treatment of illnesses. Incorporated evidence-based care into practice environment to ensure high quality care for patients and their families. Kept abreast of advances in medicine, computerized diagnostic and treatment equipment, data processing technology, government regulations, health insurance changes and financing options.

Company Name January 2002 to January 2014 Real Estate Broker

City , State

- Manage daily operations in assisting buyers and sellers in obtaining financing and housing to meet their unique qualifications and situations.
- Networked with mortgage companies and other affiliates to bring closing in the housing process.
- Delegated correct responsibilities needed for positioning clients into the right programs.
- Organized work schedule to achieve timely processing of all responsibilities.
- Maintained client/vendor database by utilization of data entry.

Company Name January 2008 to January 2012 Personal Care Attendant

State

- Fostered interdisciplinary relationships by negotiation and consensus building to attain goals for all disciplines.

• Used company knowledge of negotiation and contract writing to manage for an employer.

Company Name January 2002 to January 2011 Mortgage Consultant

City , State

- Originated residential mortgages locally, including home purchases, refinance transactions, new construction and small commercial lending working closing with clients and staff.
- Compiled required documentation for quick expediting and processing conducive with underwriting guidelines.
- Formed synergistic relationships with industry partners in core market.

Professional Affiliations

Member, Healthcare Administration, SHCMA, Governors State University, 2012 - Present

Skills

Strong interpersonal skills,