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|  LORI ANN PALOMARES  |
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| 3006 Beulah BlvdBelton TX, 76513 | (808) 351 – 6837 | loriann.palo@gmail.com |
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| EDUCATION — | EXPERIENCE |  |
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| University of Arizona Global Campus, Tucson, AZ***Bachelor of Arts in Healthcare Administration****Graduated: July 2022* | October 2022 – presentJournalist • Local Events • The Belton JournalJuly 2021 - presentPatient Service Specialist III / Supervisor • Executive Health • Baylor Scott & White Health  January 2021 – April 2021Health Information Management Tech • Medical Records • Comanche County Memorial Hospital September 2019 – December 2020Patient Service Specialist III & Surgery Scheduler • Podiatry • Baylor Scott & White HealthApril 2020 – presentColumnist • Opinion Column • Fort Hood Daily Herald December 2018 – September 2019Access Services Representative • Emergency Dept • Baylor Scott & White HealthMay 2018 – December 2018Cash Posting Specialist • Revenue Cycle Operations • Baylor Scott & White Health (Aerotek Contractor)June 2014 – May 2018Temporary Job, Student & UnemployedJanuary 2013 – June 2014Unit Clerk & Certified Nurse’s Aide • Skilled Nursing Facility • Wahiawa General HospitalMaintain records and documentation for legal compliance, accuracy and correspondence with providers and other involved parties.Create documents and graphs for budgets showing profit, deficit, and savings Maintain 99% patient satisfaction through high quality service and top-level experience Increased metrics from 80% to 100% within one week for ease of contact with patient communication Record and develop clinic minutes of metrics, analysis and data seeking improvement and efficient functionsExtremely strong leadership skills and application of discipline initiative in the absence of orderProblem solving systems through recalibration of roles and implement strategy with approach Excellent and very strong interpersonal communication skillsManaged and organized specialty clinic staffed with 3 physicians, 1 Nurse, 1 CMA and served 50+ patients daily while developing processes and systems at the peak of COVID 19 Develop and set up online website with email subscription, blogging and instructional videos Exceptionally well writer from collegiate research, column writing and covering stories for local community journal Spotted recurring error in repetitive workflow that lacked potential improvement   |
| KEY SKILLS — | COMMUNICATION  |  |
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| Marketing Budget PlanningSocial Media Freelance and News WritingBusiness Process ImprovementLeadershipCommunication Skills | Delivered a detailed presentation based on observation and analysis of behavior, interaction, process, and approach. Gathered data and research to deliver an approach of budgets, system navigation and supporting documentation of system processes.  |
|  | LEADERSHIP  |  |
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|  | Supervisor in lieu of manager over an Executive Health Clinic. Led a specialty clinic with developed rapport and relationship with providers and multiple departments.  |
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|  | REFERENCES |  |
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| [Available upon request.] |