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| LORI ANN PALOMARES | | |
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| 3006 Beulah Blvd  Belton 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 – present  Journalist • Local Events • The Belton Journal  July 2021 - present  Patient Service Specialist III / Supervisor • Executive Health • Baylor Scott & White Health    January 2021 – April 2021  Health Information Management Tech • Medical Records • Comanche County Memorial Hospital    September 2019 – December 2020  Patient Service Specialist III & Surgery Scheduler • Podiatry • Baylor Scott & White Health  April 2020 – present  Columnist • Opinion Column • Fort Hood Daily Herald  December 2018 – September 2019  Access Services Representative • Emergency Dept • Baylor Scott & White Health  May 2018 – December 2018  Cash Posting Specialist • Revenue Cycle Operations • Baylor Scott & White Health (Aerotek Contractor)  June 2014 – May 2018  Temporary Job, Student & Unemployed  January 2013 – June 2014  Unit Clerk & Certified Nurse’s Aide • Skilled Nursing Facility • Wahiawa General Hospital  Maintain 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 functions  Extremely strong leadership skills and application of discipline initiative in the absence of order  Problem solving systems through recalibration of roles and implement strategy with approach  Excellent and very strong interpersonal communication skills  Managed 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 Planning  Social Media  Freelance and News Writing  Business Process Improvement  Leadership  Communication 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.] | | |