

A highly proficient and experienced support specialist. Able to interface with all levels of management, in profit and in non-profit arenas, with professionalism, diplomacy, and confidentiality. I maintain positive relationships with both internal and external customers at all levels with honesty, integrity, respect, and an engaging positive attitude.

- An experienced and responsible decision maker, time critical proactive problem solver with cognitive flexibility, logical thinking, and creativity, I can face challenges and find solutions.
- I am service oriented, available to customers, colleagues, and co-workers to proactively anticipate needs and able to work collaboratively.
- With high standards of dedicated work ethic, I am independent, highly organized, and able to plan, prioritize and perform multiple tasks to completion.

Proficient in: MS Office (Word, Excel, PowerPoint, Outlook), Salesforce, ACT, Adobe+, API, Apollo Ariba, AS400, Avatar, CAT, CDC, Concur, Coupa, DoodlePoll, HBSI Action, Internet, Kronos, Meets, MediTech, PerSe, SmartTools, StrawPoll, Teams, Workday, and Zoom (this is not an all-inclusive list of applications)

*Fully vaccinated for COVID and current annual flu

*U.S. Natural Born (Birthright) Citizen

EMPLOYMENT HISTORY:

Quest Healthcare (Allserve), Pittsburgh, PA 15644 – May 2023 to July 2023

Executive Assistant/Project Manager to the Chief Executive Officer

- Coordinated CEO's calendar and outgoing phone calls on the behalf of the CEO, read mail, messages, and materials to (visually impaired) CEO, and provided research of pertinent articles.
- Provided driving services to Board meetings, appointments, and events.
- Managed small and large projects, i.e., processing PA State Board of Education New School Application in conjunction with Seton Hill University, tracking of Quest Reality owned thoroughbred racing statistics, and requesting building maintenance and cleaning, and follow-up.
- Developed a business agenda and meeting minutes template for managers to report information more consistently and efficiently.
- Attended meetings, reported on progress and updates of projects, and provided meeting minutes.
- Prepared and distributed weekly administration schedules.

VCU Health System, Richmond, VA 23298 - December 2019 to May 2023

Administrative Specialist to the Chief of Health Impact and the Vice President of Communications

- Coordinated highly complex C-level calendars for multiple executives involving in-house as well as community and high-profile attendees; demonstrating flexibility and problem-solving abilities to adjust and prioritize ever changing and fast-paced schedules with a sense of urgency.
- Created/prepared/gathered materials for agendas, reports, and PowerPoints, secured room reservations and/or virtual accommodations, sent follow-up item reminders, and arranged meals.
- Arranged travel and lodging to conferences, speaking engagements, and meetings, and follow-up of expense reporting.
- Prioritized conflicting needs; handled matters expeditiously and proactively, and followed through on projects to successful completion, often time-sensitive with specific deadlines.
- Screened and directed phone calls, distributed correspondence, maintained office supply inventory.

VCU Health System, Richmond, VA 23298 – September 2019 to December 2019

Senior Executive Assistant to the Associate Vice President of Coordinated Care and Continuum Integration

- Support of the Vice President of Coordinated Care and Continuum Integration, department managers and teams.
- Created a system of tracking and payment approval for process of invoices based on contractual agreements for patient care that included transportation, durable goods, and all necessary patient needs

where monies was drawn from an open ended multi-million-dollar fund to assist in assuring safe transition of care post-discharge and auditing purposes.

- Developed a process to arrange compliance friendly access to patients for healthcare vendors by obtaining nonemployee specific identification badges, tracking of physical and primary access to patients and records by verification and monthly validation of clinical license.
- Oversaw supervision of support staff, MHA interns, and summer intern assignments and projects, provided training and guidance.

VCU Health System, Richmond, VA 23298 - June 2017 to September 2019

Executive Assistant to the Director of Coordinated Care/Post-Acute Services

- Support of the Director's complex calendar that involved multilevel in-house as well as community attendees, scheduling meetings, securing appropriate room reservations, preparing hand-out reports, arranging meals, minute taking, and equipment set-up.
- Provided approval of post discharge of transportation, durable goods, and all necessary patient needs, processed invoices within contractual agreements from funds drawn from an open-ended multi-million-dollar account that provided safe transition of patient care post-discharge.
- Served as the Human Resources liaison; organizing various types and levels of interviews, requesting access and security and parking approvals; providing equipment, space, supplies, preparing employee files, providing training materials, and on-going support.
- Oversaw equipment needs and issues, responsible for space allocation, remodel/repair of equipment and furniture, ensured continuous stock of breakroom and office supplies.
- Successfully organized the annual Case Management Week, Social Work Month, and Nurses' Week events that included reserving and set-up of space, event activities, procuring donations of breakfast, lunch, snacks, and gifts, and preparing gift bags with thank you cards.

Staples Business Advantage, Richmond, VA 23233- October 2011 to May 2017

Field Sales Support Specialist

- Provided support and as a resource to Vice Presidents and Regional Sales Directors, District Sales Managers, Strategic Account Leaders, Executive Business Development, and B2B Sales Consultants in local and remote office locations. Management of Outlook calendaring, meetings, travel, and expense reconciliation.
- Managed daily operations in wide range of responsibilities that included maintaining office supplies, furniture and equipment; liaised with sales, vendors and customers to provide conference rooms, offices, hoteling spaces, and permanent seating assignments; oversaw the integrity of building/office security and maintenance, and managed corporate program interest, (annual Support Our Troops and American Heart Association Walk).
- Developed confidential, complex reports; compiled data for presentations for high touch customers, prepared weekly sales business detail reports, quarterly sales performance summaries, and confidential commission reports.
- Coordination and logistics of events/conventions; organized and prepared sales materials, procurement of marketing collateral, branded merchandise, give-a-ways, and door prizes; provided banners, tablecloths, and equipment.
- On boarding of new employee I9, WOTC, requesting system access permissions, hardware and office space set-up, review of policies and procedures, ensured completion of required forms, facility tour and introduction to staff.

Hill Country Memorial Hospital, Fredericksburg, TX 78624 - July 2009 to June 2011

Administrative Assistant to Chief Nursing Officer/ Staffing Coordinator

- Provided administrative support to Chief Nursing Officer, Senior Clinical Directors, and Managers; provided calendaring, meeting set-up, prepared agendas, minute taking, and follow-up of action items, and was back-up support to Executive Administrative Assistant.

- Performed extensive research and information to compile reports; created data files to improve flow of information; composed correspondence and maintained office supply levels.

Staffing Coordinator:

- Created reports for comparison of staffing patterns and patient satisfaction verses agency use by day/shift and overtime, leveraging changes in staff/patient ratios that resulted in an increase in patient satisfaction.
- Coordinated 24/7 staffing schedules, adjusted staffing levels to maintain appropriate levels of clinical staff based on competency and according to census, acuity, and budgetary guidelines.
- Verified and approved nursing staff timekeeping: entered charge nurse assignment, schedule changes and vacation requests, maintained and updated personnel and competency records, tracked employee attendance according to policy and procedures.
- Determined staffing needs and coordinated agency term of assignments, verification of competency and licensure, on boarding and systems access, assigned initial training, and approved agency timekeeping.

Ridgeview Institute, Smyrna, GA 30080 - February 2007 to March 2009**Executive Assistant** to the Chief Financial Officer

- Supported the Chief Financial Officer and Financial Services Department; performed Outlook calendaring, preparation of agendas, taking minutes, created PowerPoint presentations, and follow-up of action items; as well as mail review and determination of action, assisted in events preparation, provided travel arrangements, and processed reimbursements, maintained petty cash, and screened calls.
- Direct point-of-contact to vendor, physician, and legal associates, audited and monitored contract compliance and issues, conducted extensive Internet research for product and services comparisons, and participated in re-negotiations of contracts due to the downturn in the economy.

Denials/Appeals Coordinator:

- Developed the auditing and tracking process whereby \$70,000 in denied claims was experienced within one year with an outcome status of payment recovery, facilitated by acting as key contact to managed care organizations, maintaining communication with internal departments, and research of client activity for information gathering and follow-up. Because of this coordination, the process produced timeliness of appeals and success of turnovers. The denial log was reduced by 30% as reasons for denials were addressed, resolving claims, billing, and authorization issues, on the client's behalf while maintaining a high level of confidentiality and professionalism.
- Developed and maintained a breakdown of the status of claims into categories that captured and clarified the number of claims by level of care, program, physician, insurance carrier, and reason for denial that was reported monthly to managers for review.

AdminPro Staffing, Atlanta GA - November 2005 to February 2007**Senior Administrative Assistant**

- On an interim/temporary basis in a large medical-surgical hospital, I supported the CEO by calendar coordination, setting up a filing system, preparing reports, agendas, and PowerPoint presentations for meetings, as well as minute taking, and securing conference room and meals. I also acted as the gatekeeper, directed phone calls, and liaised with staff members on projects.
- On an ongoing basis, I was the remote personal assistant to Dr. Earl Suttle, Founder and Chairman of Leadership Success International, LLC, an international training and consulting company based in Atlanta, G., Dr. Suttle specializes in working with high profile organizations (including specific individuals), to increase profits and productivity through developing people. Serving high profile organizations and specific individuals required the utmost discretion and confidentiality. I supported Dr. Suttle in providing event contracts and bookings, end-to-end travel planning and itineraries, PowerPoint presentations, and transcribing highly sensitive session notes.
- Performed virtual services on a contract basis for an attorney; prepared case files for mediation and litigation (i.e., discovery requests for temporary orders, waivers, amendments, etc.), and developed form letters for fee arrangements.

- Assessed nursing homes on a contract basis, inspecting and evaluating programs and activities, facility upkeep and cleanliness, staff courtesy and ratios, dining options and area, and resident satisfaction, and reported my observations for comparison reporting to leverage improvements.
- In a start-up corporate catering service, on a contract basis, acted as the direct point-of-contact in assisting and developing clients and contracts, participated in decision making of vendors and menu items, and performed catering delivery and set-up, and developed office processes and procedures, forms, documents, and spreadsheets, maintained accounts payable and receivables and office supplies, and performed general office duties.

Union Hospital, Dover, OH 44622 - October 1996 to October 2005

Administrative Assistant to the Vice President of Nursing/Staffing Coordinator,

- Coordinated the hospital-wide productivity improvement program in conjunction with the Director of Quality Improvement; analyzing and preparing data elements for Internet-based reporting that produced actionable data outcomes of comparative quarterly operating margin cost reductions.
- Maintained a high level of confidentiality in supporting executive management and nursing directors; coordinated meetings, preparation of agendas and meeting packets, PowerPoint presentations, scheduled conference rooms, set-up, and meals; provided meeting minutes and action item reminders.
- Board Financial Committee Meeting, Hospital Policy & Procedure Committee, Medical Staff Meetings, Nursing Advisory Committee Meetings, Ohio Hospital Association Steering Committee, and Nursing Managers, Staffing Meetings.
- Assisted in recording patient complaints with a high level of confidentiality and in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations.
- Providing Notary Public services to hospital, staff, patients, and the community-at-large.

Staffing Coordinator:

- Coordinated and maintained direct relationships between clinical management, staff, nursing agencies, and vendors to ensure appropriate staffing coverage for consecutive six weeks schedules. Created an Excel daily staffing assignment sheet that categorized clinical departments to include department manager, shift coordinator, charge RN, and assigned clinical staff by name, title, and shift, and automatically calculated required nurse-to-patient ratios, census, actual ratio, variance, and justification per shift. Staff ratio levels were maintained daily, per shift, according to census, acuity, and competency and vacancy coverage could be arranged via agency staff as needed.
- Maintained clinical personnel files, verified nursing credentials, licensure and certifications; processed status changes, leaves of absence, department transfers, new hires, and terminations; Verified, approved, tracked charge and holiday pay, vacation requests, transfer of hours, department transfers, new hires, terminations, and leaves of absence, as well as provided on-boarding of clinical new hires; scheduled orientation, touring, education, department shadowing.
- Supervised administrative assistant interns.
- Developed and maintained a confidential clinical staff information site located on a shared file for managers to access staff information, such as certifications, credentialing, and contact information.
- Coordinated annual National Nurse's Week celebration to include department decorations, "Pat-on-the-Back" pancake breakfast served by managers, "Inside-Out" Al fresco dinner served and delivered to clinical staff, hourly drawings for prizes, a Nurse's week promotional gift bag, and a "Mug-of-Luv" filled with snacks for all staff members.

Volunteerism:

Western Pennsylvania School for the Deaf
Ohio One-Call (Does it All)
Ohio Big Brother/Big Sisters – Family Mentor

Ohio Standing Up for Down Syndrome (SUDS)
Georgia Dog Pack Rescue
Texas Pioneer Museum