

## HEALTH ADVOCATE

### Professional Summary

I am an empowered health advocate with excellent communication and active listening skills with a strong motivation to succeed. I am seen as reliable and approachable employee who quickly learns and masters new concepts and skills. I am motivated and enthusiastic about helping patients and the community navigate rights and responsibilities during treatment. Personable demeanor with priority on care and service. Seen as a friendly team player with talent for operating in fast-paced, dynamic environments.

### Skills

- Public Safety
- Administrative Support
- Proficient in Lytec
- Proficient in GSuite
- Patient rights
- Data entry
- Time management
- Problem-solving skills
- Decision-making abilities
- Crisis intervention
- Crisis communication

### Work History

Health Advocate , 03/2017 to Current

Company Name " City , State

- Assisted patients in understanding individual rights and responsibilities in regards to care, coverage and payment
- Reviewed all patient paperwork for accuracy, including claims, bills and medico-legal documents
- Responded to 15 or more patient concerns and questions with compassionate and knowledgeable service in a day
- Entered continuing medical documentation into computer systems and managed database of information
- Compiled and reviewed medical charts
- Manages approximately 30 incoming calls, emails, faxes per day from patients, pharmacies, and doctor offices
- Used Lytec to schedule and manage patient appointments
- Balanced cash deposits, credit card payments each day
- Took co-payments, compiled daily financial records
- Worked effectively with staff from all departments to coordinate resolutions
- Helped vulnerable individuals navigate complex healthcare system
- Developed and implemented training classes to educate team members and community residents
- Resolved patient flow problems, improved operations and provided exceptional client support

Security Officer , 08/2015 to 02/2017

Company Name " City , State

- Performed and authorized entrance and departure of over 30 vehicles, cargo trucks and visitors
- Detected suspicious activities and watched for criminal acts and rule infractions
- Wrote detailed reports on property damage, theft, presence of unauthorized persons and unusual occurrences
- Patrolled private and public community premises to prevent and detect signs of intrusion and secure doors, windows and gates
- Checked and secured 14 building entrances over 8 hours
- Patrolled 2 square miles of property to ensure safety of employees, homeowners, and guests
- Collaborated with area law enforcement and federal investigators to support safe fugitive apprehensions and coordinate investigations

Security Coordinator , 12/2019 to Current

Company Name " City , State

- Checked identification of all persons entering and exiting facility
- Oversaw periodic safety inspections, patrol service and immediate response to all safety-security situations
- Remained flexible in rapidly changing environments and adapted to developing situations
- Responded to suspicious activities to investigate and resolve concerns with appropriate physical or verbal techniques
- Maintained composure and professionalism while screening visitors during high volume periods
- Adhered to established procedures and policies and posted orders to include enforcement of company rules, policies and regulations
- Answered alarms and investigated disturbances, contacting local law enforcement personnel for escalating crises
- Applied effective communication and interpersonal skills when interacting with all levels of personnel and general public
- Resolved complaints and issues involving both guests and employees
- Completed incident reports by recording observations and occurrences and interviewing witnesses following physical incidents
- Worked both independently and collaboratively to resolve urgent issues, which included building and personal incidents
- Secured entrances and exits via physical presence and careful monitoring of CCTV
- Secured premises and personnel by patrolling property and monitoring surveillance equipment, including CCTV cameras

### Education

Bachelor of Science : Psychology , 04/2017

East Stroudsburg University - City , State

Member of Phi Sigma Delta Fraternity, Member of P.R.I.D.E. Club

High School Diploma : 2017  
Naugatuck High School - City , State

Graduated in Top 20% of class. GPA: 3.4, Participated in school Marching Band, 2007 to 2009. Participated in school's Percussion Ensemble, 2005 to 2009

#### Certifications

CPR Certified, 2015-2016 First Aid Training, 2015

#### Skills

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- Proficient in Lytec
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- Decision-making abilities
- Crisis intervention
- Crisis communication

#### Work History

Transition Health Advocate , 03/2017 to Current

Company Name â€“ City , State

- Assisted patients in understanding individual rights and responsibilities in regards to care, coverage and payment
- Reviewed all patient paperwork for accuracy, including claims, bills and medico-legal documents
- Responded to patient concerns and questions with compassionate and knowledgeable service
- Entered details into computer systems and managed database of information
- Compiled and reviewed medical charts
- Manages approximately 30 incoming calls, emails, and faxes per day from patients and pharmacies
- Used Lytec to schedule appointments
- Balanced deposits and credit card payments each day
- Took co-payments and compiled daily financial records
- Worked effectively with staff from all departments to coordinate resolutions

Security Officer , 08/2015 to 02/2017

Company Name â€“ City , State

- Monitored and authorized entrance and departure of vehicles, cargo trucks and visitors
- Detected suspicious activities and watched for criminal acts and rule infractions
- Wrote reports on property damage, theft, presence of unauthorized persons and unusual occurrences
- Patrolled industrial and commercial premises to prevent and detect signs of intrusion and secure doors, windows and gates
- Checked and secured 14 building entrances over 8 hours
- Patrolled 2 square miles premises to ensure safety of employees and visitors

Maintenance , 09/2014 to 04/2015

Company Name â€“ City , State

- Vacuumed rugs and carpeted areas in offices, lobbies and corridors
- Polished glass surfaces and windows
- Removed waste paper and other trash from the premises to designated area
- Disinfected and mopped bathrooms to keep them sanitary and clean
- Used chemicals and other cleaning equipment in a proper, safe and responsible manner

School Age Teacher , 10/2013 to 04/2014

Company Name â€“ City , State

- Addressed behavioral and learning issues with parents and daycare management
- Encouraged good behaviors using the positive reinforcement method
- Encouraged children to be understanding of and patient with others
- Made nutritious breakfasts, lunches, dinners and snacks for the children
- Engaged with children on an individual basis in a pleasant manner
- Organized structured learning activities for classroom of 15 students to teach motor skills