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Profile

Health care account manager with 15+ years of experience working for hospitals to streamline patient experiences and insurance negotiations. Comprehensive knowledge of the health care industry and great communication and presentation skills that led to \$10M in additional revenue. Expert user of EHR systems and medical billing and coding.

Professional Experience

Account Manager, General Uptown Hospital, Seattle, WA

August 2010-Present

- Resolve questions and billing errors for more than 75+ patients daily
- Collaborated with various teams to develop effective marketing that led to an increase in patient numbers of 42%
- Manage all corporate communications to ensure brand integrity, including internal and external documents

Associate Account Representative, Home Healthcare, Co., Baltimore, MD

September 2006-May 2010

- Worked with health care providers to create improved patient scheduling practices that resulted in increased customer satisfaction and reduced wait times by 26%
- Created a referral network with local primary care doctors that generated \$3M in new revenue
- Designed and implemented new marketing strategies to better educate consumers on available services

Education

Master of Business Administration, Johns Hopkins University, Baltimore, MD, 3.79 GPA

August 2008-June 2010

Bachelor of Healthcare Administration, Seattle University, Seattle, WA, 3.86 GPA

August 2002-June 2006

Key Skills

- Budget building
- EHR
- HR
- Leadership
- Marketing design and strategy
- Medical billing and coding
- Organized with excellent attention to detail
- Strong communicator

Certifications

- AAPC Certified Professional Coder, 2005
- Certified Professional in Healthcare Information and Management Systems, 2007