

CHRISTINA TOMSIC

PROFESSIONAL SUMMARY

Creative, highly adaptable professional with 20+ years of experience in healthcare and the nonprofit industry, specializing in relationship building, managing projects, and overseeing talent services and relocation functions across the U.S. and internationally. Adept at tackling challenges enthusiastically and consistently achieving high-quality results. Skilled in improving processes, maximizing productivity, and fostering seamless cross-functional collaboration. Passionate about creating a culture of curiosity and learning, where individuals from all backgrounds and perspectives feel included, respected, and supported. Committed to driving organizational success while ensuring talent is nurtured and transitions are smooth, particularly in the unique contexts of nonprofit work, HR functions, and global operations.

GROWTH DRIVEN, PROFESSIONAL, COLLABORATIVE, ORGANIZED

SKILLS

Project Management - Talent Management - Relocation Services - Onboarding - Human Resources - Compensation - Relationship Management - Data/Analytics - Curriculum Development - Training (in-person/virtual) - Process Improvement - Mentoring - DEIB

Software: Salesforce - SharePoint - Epic - Workday - Learning Management - Microsoft Office Suite - Google Suite

EXPERIENCE

LEHIGH VALLEY INTER-REGIONAL NETWORKING & CONNECTING CONSORTIUM (LINC) 2024-PRESENT

CLIENT SERVICES SPECIALIST

HUMAN RESOURCES

2024-PRESENT

LED TALENT SERVICES AND RELOCATION FUNCTIONS DOMESTICALLY AND INTERNATIONALLY, MANAGING PROJECTS, BUILDING STRONG RELATIONSHIPS, AND FOSTERING A CULTURE OF INCLUSION AND ORGANIZATIONAL SUCCESS, SUPPORTING THIRTEEN ORGANIZATIONAL PARTNERS.

- Managed over 80 clients/families across the United States and internationally, providing personalized support and ensuring a seamless transition to the Lehigh Valley and United States.
- Served as the primary liaison for multiple partnering organizations and project initiatives, ensuring seamless communication, collaboration, and alignment of goals.
- Coordinated with 13 organizations to deliver comprehensive support and client-focused services during the pre-hire, acceptance, and transitional phases, enhancing overall support and satisfaction.
- Established and facilitated personalized connections for clients across the United States and internationally by identifying shared interests with individuals and groups in the Lehigh Valley, fostering a sense of belonging.
- Worked in conjunction with WorldWide HealthStaff Solutions to support international clients transitioning to the United States, assisting with documentation, housing, banking, schooling, licenses, and other essential needs.

PALMERTON, PA



CHRISTINAVTOMSIC@GMAIL.COM



WWW.LINKEDIN.COM/IN/
CHRISTINATOMSIC/



610-737-9696



- Conducted research and provided tailored recommendations to domestic and international clients using LINC's resource database, ensuring a smooth and informed transition.
- Delivered one-on-one support to clients from diverse backgrounds, addressing specific relocation needs and concerns while building trust and fostering inclusion.
- Maintained accurate and timely records of client interactions and engagement, ensuring personalized support and continuous improvement of services through data tracking.
- Managed and updated LINC's resource database, ensuring comprehensive and accessible information on housing, schools, childcare, healthcare, legal and financial services, restaurants, gyms, and recreational activities.
- Built and nurtured relationships with local business owners and networking groups to expand resources and connections for clients relocating from across the U.S. and globally.
- Organized and participated in LINC-hosted events and community activities to foster client engagement, inclusion, and a welcoming environment for clients from various cultural and professional backgrounds.

LEHIGH VALLEY HEALTH NETWORK (2006-2024) **COMPENSATION AND DATA ANALYST**

LVPG PROFESSIONAL SERVICES/HUMAN RESOURCES

2023-2024

RESPONSIBLE FOR ENSURING EQUITY WITHIN THE PHYSICIAN'S GROUP REGARDING COMPENSATION BEST PRACTICES.

- Managed compensation data for Advanced Practice Clinicians and Physicians using Microsoft Excel and Microsoft Access.
- Oversaw the automation of compensation letters for nearly 2,000 clinicians.
- Worked cross-functionally in conjunction with payroll, contracts, and compensation teams to handle additional compensation requests for clinicians, averaging \$1-3 million bi-weekly.
- Utilized various reporting systems and databases like Microsoft Access, Lawson, Workday, and Microsoft SQL Servers.
- Collected and evaluated internal and external compensation data acquired for benchmarks.
- Identified and contributed to process improvements, establishing standard operating procedures (SOP) department-wide.

EPIC SOFTWARE EDUCATION TRAINING SPECIALIST

EDUCATION INFRASTRUCTURE/DEPARTMENT OF EDUCATION

2022-2023

RESPONSIBLE FOR THE ONBOARDING AND TRAINING OF ALL NEW PHYSICIANS, MEDICAL STUDENTS, AND RESIDENTS WHO'S JOB REQUIRES THE USE OF OUR ELECTRONIC MEDICAL RECORD. THIS RESPONSIBILITY EXTENDED TO INTERNAL TRANSFERS, PROMOTIONS, AND CONSULTANTS AS WELL.

- Regarded as a subject matter expert (SME) and often consulted for guidance and problem-solving solutions.
- Credentialed educator, responsible for teaching both Ambulatory and Inpatient Epic applications as well as various Epic specialty applications to physicians such as Surgical Provider, Wellness Provider, and Labor and Delivery Obstetrician.
- Trained clinical healthcare professionals in the other Epic applications including Dorothy/Home Health and Front Desk.
- Utilized the organization's learning content management system to maintain training records.
- Worked closely with application analysts to manage curriculum design, upgrades, and tip sheets.
- Ensured readiness of training rooms, computer workstations, devices, and materials for classes.
- Managed the student satisfaction process, class registration, and training plans.
- Utilized the organization's learning content management system to maintain training records.
- Worked closely with application analysts to manage curriculum design, upgrades, and tip sheets.
- Ensured readiness of training rooms, computer workstations, devices, and materials for classes.
- Managed the student satisfaction process, class registration, and training plans.

PROCESS COORDINATOR

EPIC COMMUNITY CONNECT INITIATIVES/INFORMATION TECHNOLOGY

2020-2022

LED AND ORCHESTRATED IMPLEMENTATION PROJECTS FOR EXTERNAL CLIENTS, COLLABORATING CLOSELY WITH KEY INTERNAL STAKEHOLDERS TO ENSURE TIMELY TECHNICAL READINESS.

- Responsible for the education and implementation of operational and Electronic Medical Record standard work and procedures.

- Revamped processes and workflows for specific departments/divisions using best practice standards and tools like Microsoft Excel and Visio.
- Served as a project manager, bridging stakeholders within LVPG Operations and the Technology Department, to develop and test new workflows and system structures/build.
- Oversaw implementation projects with Gantt charts to ensure adherence to timelines.
- Formulated client engagement tactics to enhance quality outcomes.
- Managed projects, documentation, and structural assessments for clients pre-contractually and throughout the implementation.
- Completed Epic training in Professional Billing/Charge Review, Front Desk 100-400, Clinical Support 100-300, as well as Revenue Cycle Education Insurance and Registration.

SPECIALTY PHARMACY COORDINATOR

LEHIGH VALLEY PHARMACY SERVICES/SPECIALTY PHARMACY

2015-2020

SERVED AS A FINANCIAL COORDINATOR AND RELATIONSHIP MANAGER, BRIDGING THE GAP BETWEEN PATIENTS AND PHYSICIAN PRACTICES CONCERNING SPECIALTY MEDICATIONS. RESPONSIBILITIES INCLUDED FOCUSING ON A RANGE OF SPECIALTY AREAS INCLUDING CARDIOLOGY, INFECTIOUS DISEASE, RHEUMATOLOGY, NEUROLOGY, HEMATOLOGY/ONCOLOGY, ENDOCRINOLOGY, AND DERMATOLOGY.

- Played a key role in the department's development as part of the core team.
- Identified alternative payment sources as a financial coordinator, including copay, grant, and financial aid assistance programs.
- Obtained prior authorizations from third-party health plans by utilizing databases like CoverMyMed.
- Established and maintained relationships with physicians' offices.
- Worked closely with healthcare experts to evaluate the effectiveness of drug therapy regimens.
- Upheld quality standards to meet URAC accreditation requirements.

CERTIFIED PHARMACY TECHNICIAN/DATA ENTRY TECHNICIAN

LEHIGH VALLEY PHARMACY SERVICES/OUTPATIENT PHARMACY

2006-2015

SUPPORTED PHARMACY SERVICES BY PROCESSING PRESCRIPTIONS, HANDLING ADJUDICATION ERRORS, AND ACTING AS A LIASON BETWEEN PATIENTS AND PHARMACISTS.

- Conducted insurance investigations for specialized patients undergoing kidney transplants and chemotherapy treatments.
- Introduced the "Meds to Bed" program.
- Oversaw ongoing inventory control of narcotic medications.
- Supported patients with high-cost copays by securing cost savings revenues from drug manufacturers.
- Provided training in data entry for all certified pharmacy technicians.

PROFESSIONAL INVOLVEMENT

LEHIGH VALLEY HEALTH NETWORK

LEADERSHIP CARBON - CARBON CHAMBER & ECONOMIC DEVELOPMENT

- Lehigh Valley Health Network Sponsored Participant
- Leadership Development Program 2021-2022 Participant
- Planned and executed a community betterment event - First Responders Expo of Carbon County - "Get to Know Us"

YOUNG PROFESSIONALS GROUP

- FY22: Co-President of Leadership Council
 - Led a Council of 11 co-chairs
- FY21: Co-Chair of Community Engagement Subcommittee within Leadership Council
- FY20: Co-Chair of Community Engagement Subcommittee within Leadership Council

WOMEN IN LEADERSHIP AND LEARNING GROUP (WILL)

ACTIONS AGAINST RACISM AND ADVANCING EQUITY COUNCIL

- FY23 and FY24: Colleague Voice Subproject Team Member
- FY23 and FY24: Education and Development Team Member

COMMUNITY INVOLVEMENT

GRADUATE AND CONTINUING EDUCATION ACADEMIC POLICY AND CURRICULUM COMMITTEE MEMBER AT MUHLENBERG COLLEGE

- 2023 and 2024 Graduate Student Elected Member

VOLUNTEER CENTER OF THE LEHIGH VALLEY

- Spring 2024 LEADNow Leadership/Non-Profit Board Service Training Program Participant

EDUCATION

Muhlenberg College 2022-2024	Allentown, Pa	GPA: 4.0
Master's in Organizational Leadership; Concentration in Diversity, Equity, Inclusion, and Belonging		
Culminating Capstone Project: Lehigh Valley Health Network Pharmacy Technician University Training Program		
Muhlenberg College 2019-2021	Allentown, Pa	GPA: 4.0
Bachelor's in Business Administration; Concentration in Healthcare Management		
Graduated with Distinction: Alpha Sigma Lambda Honors Society		
Culminating Capstone Project: Marketing and Engagement Plan for the Slatington Public Library		

PROFESSIONAL CERTIFICATES

University of South Florida	Tampa, FL	Completed
Muma College of Business Diversity, Equity, and Inclusion in the Workplace Certificate		1/10/2024
MSI Management and Strategy Institute	Downingtown, PA	Completed
Lean Six Sigma White Belt Certificate		2/19/2024
Northampton Community College	Bethlehem, PA	Completed
Leadership Learning and Development - Management Certificate, Lehigh Valley Health Network		4/4/2024