

CHELSEA A. RUIZ

PROGRAM TECHNICIAN/COORDINATOR

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SUMMARY

Detail-oriented mental health professional with expertise in medical administration, data management, and process optimization. Seeking a role in healthcare administration or medical data entry where I can leverage my broad experience in direct patient care, documentation management, and program coordination.

SKILLS

- EHR & Medical Documentation
- HIPAA Compliance & Confidentiality
- Medical Data Entry Management
- Administrative & Operational Coordination
- Project & Program Management
- Process Improvement & Optimization
- Interdisciplinary Team Collaboration
- Social Media & Marketing Management

EDUCATION

Southern New Hampshire University |
Manchester, NH

B.A. in Psychology (Concentration in
Child & Adolescent Development, Minor
in Criminal Justice)

Expected Graduation: March 2026

Achievements: Dean's List, Honor Roll

REFERENCES

- Available upon request

PROFESSIONAL EXPERIENCE

TMS Program Coordinator/Technician, Intern Program Manager

Anywhere Clinic LLC | Las Vegas, NV | July 2023 – Present

- Oversee scheduling, documentation, and administration of TMS treatment sessions while ensuring compliance with clinic policies and HIPAA regulations.
- Manage and optimize patient records, coordinating medical documentation across departments.
- Develop training materials and provide structured onboarding for new interns, increasing operational efficiency.
- Spearhead clinic's social media outreach, creating patient education content that boosted online engagement.

Pre-visit Medical Assistant

The Judge Group for United Health Group | Las Vegas, NV | April 2023 – July 2023

- Trained in fraud, waste, and abuse prevention to ensure compliance with healthcare regulations.
- Educated and scheduled patients for preventive screenings including colorectal exams, mammograms, pap smears, and retina scans.
- Assisted with bone density scans, injections, and minor procedures.
- Managed high volume calls to inform patients of health initiatives and encourage participation in preventative care.

Psychiatric Medical Assistant

Alliance Mental Health Specialists | Las Vegas, NV | April 2021 – April 2023

- Assisted in psychiatric patient care while maintaining meticulous medical records.
- Handled patient charting, insurance verifications, and pre-visit documentation to streamline provider workflow.
- Processed lab results and medication requests, coordinating between pharmacies and healthcare providers.

Medical Records, Psychiatric Medical Assistant, Receptionist

The Wellcare Group | Las Vegas, NV | July 2019 – April 2021

- Managed medical records, ensuring accurate data entry and compliance with state/federal regulations.
- Cross-trained as front desk receptionist, handling appointment scheduling, patient inquiries, and insurance processing.
- Provided administrative support to physicians and medical assistants, ensuring seamless clinic operations.