

Trista Harvey
 Mount Pleasant, SC, 29466
 Cell: 716-489-9134
 Tm.h@aol.com

United States Citizen, Veteran, Full Time Student

I find empowerment in helping others. I value knowledge and continually seek diverse experiences that enhance my leadership aptitude.

Highlights

- Accomplished healthcare manager with extensive high-stress environment experience.
- Led successful phone system upgrade from console to mouse and keyboard service.
- Expert in patient care for diverse challenges, adept in technology use and creative problem-solving.
- Proficient in team coordination, hazardous materials management, and safety compliance.
- Facilitates efficiency, optimizing organization, accuracy, and productivity.
- Proven track record of managing complex healthcare scenarios with technology and patient care excellence.

Experience

Roper St. Francis Healthcare	October 2, 2023 - Current
Inpatient Financial Counselor - 40+ Hours / Week	Manager – Kimberly Callahan
316 Calhoun Street, Charleston SC, 29401	843-606-7000

- Educate patients with care, compassion, and empathy by thoroughly explaining detailed billing estimates and providing documentation with available resources for assistance.
- Navigate complex health insurance systems with expertise, ensuring accurate and efficient processing.
- Retrieve daily reports to verify adherence to hospital regulations and ensure up-to-date compliance.
- Proficient in utilizing and training staff on various software, including Epic, SQL, Kronos, MyChart, RightFax, SmartCenter/SmartConsole, Solarity, Therap, UltiPro, Workday, and other data systems.

Roper St. Francis Healthcare	January 16, 2023 – October 2, 2023
Physician Office Specialist - 40+ Hours / Week	Manager – Sonya Richardson
306 Station 22 ½ St, Sullivan's Island, SC, 29482	843-606-7000

- Address patient and physician requests by proactively pursuing follow-up inquiries.
- Retrieve daily reports to verify adherence to insurance regulations and close patient care gaps.
- Detect and rectify inaccuracies within patient charts to ensure the precision and thoroughness of data.
- Navigate health insurance intricacies and utilize databases with a high degree of expertise.

MUSC Health at The Citadel (SC Military College)	August 1, 2022 – January 13, 2023
Medical Office Assistant - 40+ Hours / Week	Manager – Cydney Epps
9 Hammond Ave, Charleston, SC, 29409	843-792-2071

- Responsible for the timely medical clearance of Citadel Cadets.
- Coordinate review with cadets and the citadel physician to ensure all required application criteria are met.
- Maintain and edit The Citadel Infirmary webpage: <https://www.citadel.edu/infirmary/>.
- Provide departmental support to ensure detailed paper and electronic medical record maintenance.

MUSC (Medical University of South Carolina)
Referral Management Specialist - 40+ Hours / Wk
 1 Poston Rd, Charleston, SC, 29407

January 18, 2022 – July 31, 2022
 Manager – Sam Haire
 843-792-2071

- Answer and transfer all calls in accordance with departmental guidelines.
- Maintain current knowledge of corporate protocols.
- Facilitate the referral process and schedule patient appointments for varied healthcare specialties using an automated scheduling system in a call center environment.
- Expert use of medical software, including Epic, Five9, RightFax, Kronos, and other data systems.

UPMC Chautauqua, WCA Hospital
Telecommunications Supervisor - 40+ Hours / Wk
 207 Foote Ave, Jamestown, NY, 14701

May 27, 2018 – December 31, 2021
 Manager – Melissa Paduano
 716-487-0141

- Coordinate and implement a phone system upgrade from a switchboard console to an efficient mouse and keyboard service.
- Maintain staffing levels by managing employee recruitment, selection, and training.
- Create staff schedules, authorize timecards, and assess employees for salary increases.
- Develop, coordinate, and enforce systems, policies, procedures, and productivity standards.
- Ensure a safe, secure, and legal work environment.
- Answer and transfer all calls in accordance with departmental guidelines and corporate protocols.
- Provide physician and departmental on-call information, including various answering services.
- Expert use of software, including Epic, Kronos, SmartCenter/SmartConsole, and other data systems.

Aspire of Western NY
Direct Support Professional - ≤ 20 Hours / Week
 4635 Union Road, Cheektowaga, NY, 14225

May 4, 2015 – January 13, 2018
 Manager – Sierra Atwood
 716-505-5830

- Document all patient information, including service plans, treatment reports, and progress notes.
- Assist sick, injured, mentally, and physically disabled patients.
- Administer, track, dispose of, and reorder medications.
- Help individuals perform activities of daily living such as bathing, oral care, cooking, and cleaning.
- Offer advice and emotional support to patients and their families.

People Inc.
Self-Determination Assistant - ≤ 20 Hours / Week
 3826 Main St., Amherst, NY, 14226

February 1, 2014 – April 1, 2016
 Manager – Thom Holland
 716-629-3626

- Offer direct personal care and skill-building assistance to individuals who directly select their own staff.
- Promote independence for individuals with disabilities living independently.
- Document all patient information, including service plans, treatment reports, and progress notes.
- Offer advice and emotional support to patients and their families.

The Resource Center
Direct Support Professional - 40+ Hours / Week
 200 Dunham Ave, Jamestown, NY, 14701

March 11, 2013 – January 13, 2018
 Manager – Joshua Johnson
 716-483-2344

- Document all patient information, including service plans, treatment reports, and progress notes.
- Assist sick, injured, mentally, and physically disabled patients.
- Administer, track, dispose of, and reorder medications.
- Help individuals perform activities of daily living such as bathing, oral care, cooking, and cleaning.
- Offer advice and emotional support to patients and their families.

U.S. Army National Guard
Ammunition Specialist, 89B - ≤ 20 Hours / Week
 1 Newton Ave, Dunkirk, NY, 14048

October 8, 2008 – October 8, 2016
 SSG Jimi Lemanski
 716-366-2207

- Establish and delegate tasks for a team, including training scenarios, preparation, and movement of ammunition, explosives, and their components.
- Coordinate operations with armor, artillery, air support units, and the range control officer.
- Maintain Combat Life Saver (CLS) and HAZMAT Certifications.
- Oversee the receipt, storage, documentation, and issuance of conventional ammunition, various projectiles, and related items, ensuring strict adherence to all HAZMAT and military regulations.
- Offer assistance and support to civilians and local authorities in their response efforts to Hurricane Sandy.

Blair Industries
Quality Inspector - 40+ Hours / Week
 100 Murray Drive, Irvine, PA, 16329

June 9, 2012 – January 18, 2013
 Manager – Mary Beth Riggle
 814-563-4631

- Examine garments for defects, then press, hang, and neatly fold them.
- Manage projects, adhering to timelines and adjusting to seasonal changes.
- Generate precise labels and tags for all merchandise, paying meticulous attention to detail.

Dollar General
3rd Key Holder - 40+ Hours / Week
 460 W Main St, Falconer, NY, 14733

July 6, 2011 – September 28, 2011
 Manager – Carrie Levy
 800-367-5690

- Conduct cash register reconciliation and manage bank transactions.
- Initiate product orders, replenish merchandise, and uphold a tidy, well-organized retail environment.
- Act as an emergency contact in case of alarm activations or staff absences, providing support when needed.
- Undertake responsibilities for opening and closing the store and safeguarding keys and merchandise.
- Assist customers to ensure a pleasant and enjoyable shopping experience in the store.

McDonald's Restaurant
Crew Member - ≤ 20 Hours / Week
 2803 N Main St, Jamestown, NY, 14701

April 1, 2008 – October 16, 2010
 Manager – Ambie Green
 716-665-3434 ext. 222

- Extend a warm and welcoming greeting to patrons with a friendly and professional demeanor.
- Receive and prepare orders precisely, ensuring a positive and satisfying customer dining experience.
- Effectively multitask by seamlessly handling various responsibilities, including order taking, food assembly, payment processing, and addressing customer inquiries while maintaining high efficiency and accuracy.

Timothy's Cafe
Barista - ≤ 20 Hours / Week
 106 E 3rd St, Jamestown, NY, 14701

September 27, 2007 – April 1, 2008
 Manager – Timothy Mills
 Business is Closed

- Ensure ongoing restaurant surveillance, consistently responding appropriately to maintain high food quality and service standards.
- Diligently process accounts payable, accounts receivable, payroll, and daily tax revenue to manage financial processes effectively.
- Occasionally coordinate and supervise staff in their daily assignments to optimize productivity.
- Support cooks and other team members in preparing, cooking, garnishing, and presenting food.

Education

Southern New Hampshire University (SNHU)
BS Health Information Management
MS Information Tech w/conc Healthcare Informatics
2500 N River Rd, Manchester, NH, 03106

Full-Time Online Student
July 2024
October 2025

Red Stone Arsenal
89B, Ammunition Specialist
832nd Ordnance Battalion, Huntsville, AL

2010
U.S. Army Missile and Munitions Center School

Fort Jackson
Basic Combat Training
120th Adjutant General Battalion, Fort Jackson, SC

2009
U.S. Army

Jamestown High School
Advanced Regents High School Diploma
350 E 2nd St, Jamestown, NY, 14701

2009

Awards / Achievements / Medals

2023 AHIMA Foundation Walter Reed Society
Veteran Scholarship Recipient

Received by only 16 students nationwide.
(As of 2023)

Armed Forces Reserve Components Achievement
(ARCAM) Medal

Awarded for exemplary behavior, efficiency, and
fidelity while serving in the U.S. Military.

National Defense Service Medal

Awarded to any member of the United States
Armed Forces who served honorably during a
designated national emergency as declared by the
President of the United States.

Long and Faithful Service Medal

Awarded to servicemembers who fulfill
qualifying terms of service in an honorable
manner.

New York State Medal for Humane Service

Recipients are nominated and selected based on
their exemplary actions in situations that
demonstrate bravery and humanitarianism.

Honorable Discharge

Awarded when a service member has performed
their duties faithfully and patriotically and acted
in a way that benefits their branch.

Memberships

Alpha Sigma Lambda Honors Society (ASLHS)

The National Society of Leadership and Success
(NSLS)

The American Health Information Management
Association (AHIMA)

The Healthcare Information and Management
Systems Society (HIMSS)

Leading Change

As a Telecommunications Supervisor at UPMC Chautauqua, WCA, I assisted with implementing a significant phone system upgrade, transitioning from a console-based system to a more efficient mouse and keyboard service. This change streamlined our operations and enhanced communication efficiency within the department, resulting in improved patient care coordination. To enhance learning the new system, I created a training PowerPoint that included step-by-step visual aids sourced directly from the new program, sectioned by topic to ensure the capabilities of self-paced learning if desired by staff, and to be used as a quick reference guide for future inquiries. I have created training tip sheets and quick reference guides for every position held that are utilized by other staff and departments. These experiences demonstrate my ability to lead change initiatives effectively, adapt to evolving technologies, and drive organizational improvements.

Leading People

Throughout my career, I have demonstrated strong leadership skills by effectively managing teams and fostering a culture of collaboration and accountability. At every workplace, I train staff on various software applications, ensuring teammates are equipped with the necessary skills to perform their roles efficiently, even when I am not hired as an official trainer. Moreover, as a Telecommunications Supervisor at UPMC Chautauqua, I managed employee recruitment, selection, and training, maintaining optimal staffing levels while upholding productivity standards. I evaluated staff for annual raises, set yearly goals, and provided improvement feedback. My experience in the U.S. Army National Guard further honed my leadership abilities, where I learned how to delegate tasks, conduct training scenarios, and coordinate operations with various units. These experiences have equipped me with the skills to effectively lead and motivate teams to achieve organizational objectives.

Results-Driven

In my role as an Inpatient Financial Counselor, I have consistently delivered results by educating patients and team members on detailed billing estimates and navigating complex health insurance systems to ensure accurate and efficient claims processing. I confirm insurance eligibility through various payer websites and process the information through an electronic health record. I repost any unpaid claims to insurance for processing to recoup payment of outstanding claims, often at a surplus of \$40,000 per patient, depending on the services provided. In addition, I pull daily reports for data collection and make suggestions for process improvements toward quality data capture and efficiency, resulting in less work at the back end due to accurate collection at the time of service. This has led to improved patient satisfaction and increased revenue for the organization. Moreover, my contributions to implementing phone system upgrades have resulted in enhanced communication efficiency and improved operational performance. These accomplishments reflect my commitment to achieving tangible outcomes and driving continuous improvement.

Business Acumen

My diverse experience in healthcare management and telecommunications has provided me with a strong foundation in business acumen. At Roper St. Francis Healthcare, I manage patient documents meticulously and navigate health insurance intricacies with expertise, ensuring compliance with regulatory requirements while maximizing revenue generation. Additionally, my experience coordinating and enforcing systems, policies, and procedures at UPMC Chautauqua demonstrates my ability to contribute to organizational success through effective business practices. These experiences highlight my proficiency in understanding and leveraging business principles to achieve strategic objectives.

Building Coalitions

I have successfully built coalitions throughout my career by collaborating with interdisciplinary teams and stakeholders to achieve common goals. Whether it was coordinating operations with various military units during my service in the U.S. Army National Guard or collaborating with healthcare professionals to optimize patient care outcomes, I have consistently fostered partnerships to drive success. Furthermore, my experience in training and assisting staff with software applications underscores my ability to build collaborative relationships within organizations. I have effectively facilitated cooperation and synergy among team members by promoting open communication and teamwork.

References

Dylan Sutherland, MBA, PM-LPC, SSGBC

Physician Onboarding Coordinator

Phone: 720-270-1501

Email: cloudycacoethes@gmail.com

Melissa Paduano

Manager of Patient Relations

Phone: 716-720-0986

Email: mpaduano79@gmail.com

Shaylyn Clearbrook

Supervisor Public Benefits

Phone: 417-664-3703

Email: shaylyn.clearbrook@ensemblehp.com

George McCubbins

Radiologic Technologist

Phone: 843-442-9641

Email: mccubbin@musc.edu

LeeAnn Race Sunderlin

Analyst

Phone: 716-969-2629

Email: peonytussock@gmail.com

Andrea Garcia

Certified Medical Assistant

Phone: 843-990-6136

Email: andrea.garcia@rsfh.com

Lisa Travis

Public Benefits Specialist

Phone: 540-287-0465

Email: lisa.travis@ensemblehp.com

Lekecia Fordham

Strategic Sourcing Specialist

Phone: 843-697-4268

Email: keciaspells@gmail.com

Brittanie Hammond

Medical Office Assistant

Phone: 843-343-8371

Email: hammonbr@musc.edu

Brittany Walters

Military Academic Advisor

Phone: 877-591-4723

Email: b.walters@snhu.edu