

PROFESSIONAL SUMMARY

Project Management Student and Navy Veteran leveraging 5+ years of proven experience in leadership, strategic planning, risk management, and critical thinking. Ability to streamline business operations that drives the growth and increase efficiency and bottom-line profit. Supported a wide variety of complex clinical, business, and research applications as a project lead by implementing, upgrading, developing and testing training, policies, and new procedures. Possess extensive knowledge in consulting with clients, coordinating projects teams, monitoring team progress, making sure projects are implemented in due time, and solving technical issues.

SKILLS

- Organizational Oversight
- Data Entry | Analysis
- Process Improvement
- Records Management
- Training and Development
- Risk Management
- Report Writing
- Policy Implementation
- Written / Verbal Communication

PROFESSIONAL EXPERIENCE

United States Navy | Various Locations Hospital Administrator

2017 – Present

- Provided global oversight and synchronization of patient movement during all military operations; resulted in a seamless transfer of care and 100% customer satisfaction
- Directed 2 junior employees in completing 205 COVID-19 test orders, 63 medical consult placements, administrative assistance to 155 displaced personnel, and tracking of 15 ship-to-shore patient movements with zero discrepancies
- Trained 8 staff members in patient tracking functions, resulting in a 50% decrease in processing personnel on Temporary Assigned Duty (TAD) order to back to work or medical separation
- Spearheaded a patient tracking process improvement initiative, creating a consolidated database accounting for displaced or TAD personnel; increased accuracy of personnel accountability and status reporting

Dental Office Administrator

- Administered patient appointing and assisted in all aspects of patient care, resulting in a 95% medical readiness over 1,500 patient encounters
- Trained 2 junior employees on medical and dental duty responsibilities, and 160 employees on 11 basic wounds
- Managed the dental schedule for 2 dentists; conducted 450 record reviews, populated 32 delinquency lists, and ensured the completion of 1,100+ annual exams, 133 tooth fillings, 15 emergency sick calls, 9 extractions and 80 x-rays, increasing dental readiness to 98.6%
- Coordinated 18 zone inspections, leading 5 employees in weekly maintenance, cleaning, and preservation, resulting in passing annual departmental audits

EDUCATION

Bachelor of Business Administration (BBA), Project Management | Southern New Hampshire University
Expected Spring 2024

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365 (Word, Excel, PowerPoint, Outlook)
Operating Systems: Mac / Microsoft Windows