

MARI TAYLOR

SUMMARY

Proactive and dedicated Healthcare Administrator with over 14 years of experience, skilled in managing healthcare operations, enhancing patient care processes, and leading cross-functional teams to optimize healthcare services. Strong background in healthcare compliance, staffing, and administrative efficiency. Proven expertise in healthcare software, patient data security, and team recruitment. Focused on advancing healthcare quality and operational standards through a patient-centered approach and strategic organizational management.

EXPERIENCE

Lead Human Resource Specialist, 04/2023 - Current

Positive Masculinity (Mental Health) - Seattle, WA

- Recruit top candidates using advanced platforms, enhancing team quality and efficiency.
- Post and renew job ads, ensuring consistent candidate flow and visibility.
- Review resumes and cover letters, identifying best-fit candidates quickly.
- Schedule and conduct interviews, streamlining the hiring process.
- Complete and submit interview evaluations, ensuring thorough candidate assessment.
- Coordinate with department leaders to refine job postings, aligning recruitment strategies with organizational goals.
- Streamline candidate evaluation processes, resulting in a 25% reduction in time-to-hire and improved quality of hires.

Patient Services Representative, 11/2022 - 03/2023

Village Medical Centers - Fort Collins, Colorado

- Ensured HIPAA compliance and maintained Athena EMR system, enhancing data security and patient trust.
- Checked in patients, verified demographics, updated records, and collected co-payments, ensuring accuracy.
- Handled multitasking with multiple monitors, improving workflow efficiency and reducing wait times.
- Maintained patient confidentiality per HIPAA regulations, fostering a secure and trustworthy environment.

Call Center Agent, 03/2020 - 08/2022

Qualfon - Fort Collins, Colorado

- Synchronized appointment schedules and facilitated call transfers to optimize communication effectiveness and promote patient satisfaction.
- Validated insurance details and collected demographics for accurate billing and payments.
- Enhanced patient experience by efficiently managing call transfers and appointments.

CONTACT

Address: Berthoud, Colorado 80513

Phone: 2053834543

Email: mari.taylor@snhu.edu

WWW: [Bold Profile](#)

CORE SKILLS

- Healthcare Administration: Strategic planning, policy implementation, and regulatory compliance
 - Patient Care Optimization: Patient scheduling, service improvement, and quality assurance
 - Data Management: EMR system proficiency, data security (HIPAA compliance), and analytical reporting
 - Leadership & Collaboration: Team recruitment, staff training, and interdepartmental coordination
 - Operational Efficiency: Workflow management, problem-solving, and time management
-

WEBSITES, PORTFOLIOS, PROFILES

- www.linkedin.com/in/mari-taylor-83508479
-

- Worked closely with medical staff to streamline call transfers, improving response times and patient satisfaction.

Certified Medical Assistant, 11/2019 - 02/2020

Private Caregiver - Fort Collins, Colorado

- Administered insulin and provided medication reminders, ensuring patient adherence to treatment plans.
Enhanced patients' quality of life and independence through assistance with daily activities.
- Delivered compassionate patient care, maintaining a safe and supportive environment.

Certified Medical Assistant, 01/2017 - 10/2019

American Red Cross Blood Services - Fort Collins, Colorado

- Performed phlebotomy and wound care, ensuring patient safety and comfort.
 - Prepared and managed blood shipments, maintaining strict quality standards.
 - Delivered high-quality patient care, managing administrative tasks efficiently.
 - Enhanced patient experience through meticulous attention to detail and care.
-

EDUCATION AND TRAINING

Bachelor of Science, Health Administration

Southern New Hampshire University - Hooksett, NH

ACCOMPLISHMENTS

- <https://meritpages.com/Mari.taylor>
-

REFERENCES

References available upon request.