

Education:

University Of Texas at Austin, AG-CNS, **MSN** Graduated May 2022

Kapiolani Community College

Licensed Practical Nurse, Graduated August 2017

Center College, Danville, KY

Bachelor of Arts, Economics, Graduated May 2007

Experience:

Favorite Staffing Agency, Everest Rehabilitation Hospital

Temple TX

RN, May 2022 to present

- Provided specialized nursing care to patients in LTAC Hospital
- Proficiency in oral, IV, IM medication administration, blood products, phlebotomy and advanced health assessment

Cornerstone Specialty Hospital, Round Rock TX

Med Surg RN, April 2021 to June 2022

- Provided specialized nursing care to patients in LTAC Hospital
- Proficiency in oral, IV, IM medication administration, blood products, phlebotomy and advanced health assessment for variety of patients with specialty needs in wound care, respiratory failure, and telemetry

Integral Care, Austin TX

Psych/Mental Health RN, June 2020 to April 2022

Psych/Mental Health LVN, March 2019 to June 2020

- Provided general nursing care
- Administered medications, TB skin tests and training to patients
- Monitor patients during detox

UHA Health Insurance, Honolulu, Hawaii

Healthcare Services Liaison, October 2015 to September 2018

- Developed positive relationships with providers, vendors and health plan members
- Reviewed claims and clinicals for payment with Medical Director and Chief Medical Officer
- Designed messages to UHA members based on quality improvement projects
- SME for the department to resolve drug coverage, prior authorization and claims issues
- Project lead for Prescription Benefit Management implementation and maintenance of Drug Formulary

Teleperformance (formerly Aegis Communications Group, LLC), Killeen, Texas

Operations Supervisor, August 2011 to February 2015

- Hired as phone agent, promoted to training facilitator for new hire classes, then advanced to operations supervisor for a 20-member customer service team
- Managed high volumes of phone calls pertaining to questions about United HealthCare Medicare Advantage Member Services
- Resolved billing, claims, and coverage issues for Medicare recipients
- Trained new agents on Medicare prescription drug plans

US Army Reserves, Various Locations: South Carolina and Texas

Healthcare Specialist (EMT), September 2009 to March 2017

- Certified EMT-B
- Provided basic medical care in both hospital and field settings
- Trained one weekend per month and two weeks per year as a combat medic
- Served as squad leader during training missions

Parker and Son, Chicago, IL

Office Manager, January 2008 to September 2009

- Performed bookkeeping and payroll for small contracting firm using QuickBooks
- Created Microsoft Excel databases, applying statistical analysis
- Scheduled client meetings and coordinated client services
- Assisted with marketing services through promotional campaigns