**PERSONAL CONTACT**



**AREAS OF EXPERTISE**

* Medical Care Management
* Patient Counseling
* Treatment Facilitation
* Prescription Management
* Patient Record Maintenance
* Administration Management
* Strategic Process Developer
* Organizational Process Management
* Cohesive & Effective Communicator
* Training & Development
* Customer Service Acumen
* Community Educator
* Financial Billing Administration
* Crisis Resolution
* Database Management
* Program Evaluations & Enhancement
* Project Management
* Persuasive & Effective Leader

**PROFESSIONAL INTERNSHIPS**

| Summer 2013| Herbert Hoover - Camp Counselor

| Summer 2011| St. Louis Connect Care - Administrative Assistant

| Summer 2010| Missouri General Attorney’s Office - Intern

**ORGANIZATION INVOLVEMENT**

* University of Broad Programs – UMSL
* Emerging Leaders Training & Development Program – Participant
* Chemistry Program

**ORIEL BARNETT**

**Patient Care Professional | Medical Management Expert | Health Advocate**

*Experienced healthcare professional, providing safe and effective personal care, using patient-centered, holistic and innovative strategies to improve patient care amd administrative processes.*

Williams.ann78@yahoo.com

314-285-4644



**Nursing, Associate in Applied Science** Forest Park St. Louis Community College – Anticipated Grad. – May 2022

**Bachelor of Liberal Studies – Emphasis on Psychology & Sociology** University of Missouri St. Louis (UMSL) – St. Louis, MO

**EDUCATION & TRAINING WORK EXPERIENCE**



Patient Care Technician/Telemetry (Critical Care Unit) Dec. 2019 – April 2021

Mercy Hospital – Creve Coeur, MO

* Use clinical knowledge, to record vital signs, mobility, personal care, hygiene, and unit-based specialty duties
* Review, analyze and assess patient records and risk assessment reports
* Conduct assessment of patient needs to act as a liaison between nurse and patient
* Provide clinical knowledge for Client’s benefit plan to help direct care management, health coaching and patient progress
* Support specific chronic care conditions to improve patient health outcomes

Program Coordinator Sept. 2016 – June 2018

Community Alternative – St. Louis, MO

* Assessed patients’ medication needs, communicated with Physicians on med refills
* Reviewed and analyzed patient medica records and maintained updates in the medical charting system
* Knowledgeable of medical terminology and financial administration
* Trained and mentored Direct Support Professional Staff on consumers’ individual support plans and behavior support plans
* Ensured 100% adherence to provide adequate and safe patient care
* Provided patient progress updates and feedback to Physicians, provided supportive patient care using learned professional skills
* Successfully trained staff for person-centered care training to best support patients

Professional Nanny Oct. 2015 – Aug. 2017

T.L.C. for Kids – St. Louis, MO

* Promoted and developed long-term relationship growth with clients
* Developed support programs and efforts to families in learning opportunities to support their premature infants needs in safe learning environments
* Provided medical attention, checked infants; vital signs and ensure infants were properly breathing
* Executed healthcare checks for premature infant clients, including daily personal care and medicine administration for premature infants

Pharmacy Technician Sept. 2013 – Oct. 2016

Shop N’ Save Pharmacy – St. Louis, MO

* Executed healthcare medication checks for patients including outdated medicine checks
* Supervised, trained and mentored new clinical nursing staff and mental health technicians to ensure they have 100% adherence for adequate and safe patient care
* Built quick rapport and focused on proving exceptional customer service for both in-person and phone support for patient care
* Processed incoming prescriptions and refills to fulfill patient orders
* Lead and managed daily pharmacy coordination, checked for outdated medications and sample stock and restocked formulary medications
* Built and maintained professional relationships pharmaceutical representatives and communicated with them to request samples
* Coordinated and trained pharmacy technicians and staff to ensure 100% compliance with regulatory and quality program requirements
* Served as a patient care coordinator and retrieved phone messages and orders
* Managed and maintained patient charts to process patients’ refills
* Logged patients’ drugs and filled out the application forms for indigent patients