

Martha Jonas

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Professional Profile

Aspiring healthcare and program administrator with experience in medical practice and nonprofit administration. Client-focused, skilled at managing multiple priorities, and known for 'grace under pressure' with an eye for details while also making progress on goals and organizational priorities.

Skills Summary: Scheduling, HIPAA, Finance (A/P, Billing, Invoicing, and Budgeting), Project Management, Interviews, Performance Management, Data Analysis, Presentation Skills, Quality Control, Process Improvement, Conflict Management

Education

University of Phoenix, Phoenix, AZ

Bachelor of Science (B.S.) in Health Administration (February 2021)

Specialized administration elective track (health policy, risk management, leadership and performance development, and facility planning)

Relevant Coursework: Medical Terminology, Business Communication Skills, Health Care Delivery in U.S., Fundamentals of Electronic Health Records, Healthcare Ethics and Social Responsibility, Health Care Finance, Health Care Consumer – Trends and Marketing, Quality Management and Outcome Analysis

Health Care Strategy Capstone Project Overview:

Demonstrated subject mastery through in-depth analysis and strategic planning for a dynamic health care organization navigating various challenges experienced in health care today.

- Analyzed assigned health care organization including marketing and SWOT framework.
- Identified opportunity areas as well as development areas to promote growth, sustainability, program additions, and increased patient access.
- Assessed current technology and proposed recommended enhancements with cost analyses.
- Researched legal and regulatory compliance issues, creating improvement plans and staff trainings.
- Reviewed quality and risk management tactics, noting potential areas for review.

Experience

Medical Practice Associates, Carmel, CA

August 2018 to Present

Office Coordinator

Provided management/leadership support for busy retinal surgery centers (2 locations) with 4 surgeons, 2 ophthalmologists, and 1 optometrist | Oversaw and trained front office staff (5 employees) and billing/insurance team (3 employees) | Created patient information materials, email alerts, and program flyers.

- Spearheaded pandemic appointment office protocols and patient outreach communications to ensure staff and patient safety.
- Instituted annual reviews and quarterly performance management meetings for improved results, enhanced teamwork, and increased staff engagement.

Endocrine Disorders National Organization, Monterey, CA

July 2014 to August 2018

Administrative Assistant | Project Coordinator

Managed all office functions (scheduling, invoicing, and donor recognition) for national nonprofit. Recruited and scheduled > 100 volunteers for annual fundraising packet mailing project.