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### **SUMMARY OF QUALIFICATIONS**

- Over 20 years of experience in the military and health care profession, with proven ability to provide leadership, and personnel management
- *Honorable Discharge; 10 point preference; VRA and VEOA eligible*
- Clinical management experience with administrative and staffing ability
- Expert in electronic medical records and health care systems including DMHRSi, CHCS, AHLTA, MEDPROS, E-Profile and MS Office platforms such as Word, Excel, and Powerpoint.
- Prior Joint Commission tracer team member
- Fluent in Spanish. (speaking, reading and writing)

### **EMPLOYMENT HISTORY**

**Health Care Technician (Paraoptometric)** 11/2016 - Current  
U.S. Army, Carl R. Darnall Medical Center (CRDAMC), Fort Hood, TX 76544 (40hrs/wk)

- Conducts routine diagnostic test; schedules routine and follow-up appointments; administers diagnostic ophthalmic medications as needed with routine and specialty care of optometry patients.
- Assists Optometrists Performs refractometry, lensometry, keratometry and tonometry; measures and records central and peripheral visual fields by either confrontation testing, tangent screening, or Humphrey visual field testing.
- Positions, instructs, and independently conducts visual field examinations as directed by written doctor's order. Prints, scans, and/or transfers information electronically to Armed Forces Health Longitudinal Technology Application (AHLTA) electronic records and Genesis platform.
- Operates instruments that measures corneal thickness, corneal topography, and takes photographs the posterior segment of the eye by slit lamp to help providers evaluate overall patient's ocular health.
- Determines patients Visual Readiness Acuity Group .not meeting the current vision/aeromedical standards in accordance with The Vision Readiness Classification System.
- Understanding of Soldier Readiness Processing (SRP) activities related to vision to include vision classification and Medical Protection System (MEDPROS) entry.
- Orders spectacles via the Spectacle Requests Transmission System (SRTS); also dispenses, adjusts and repairs eyewear.
- Performs limited first echelon maintenance and minor repair, otherwise arranges for maintenance services. Examples of equipment include, but are not limited to, Autorefractor, Non-contact Tonometer, Lensometer, and other routine medical equipment.
- Assists the eye care provider during treatment of patients by performing contact lenses, medically indicated lenses, ocular prosthetic devices, and the selection and fitting of prescription eyewear.
- Assist and provides training for patients with inserting and removing of their contact lenses.
- Provides instruction and technical guidance to ancillary health care personnel such as reservists, medical specialist and eye specialist students.
- Assists with ordering expendable, non-expendable and durable supplies used in the Optometry Clinic. Ensures that the standard military inventory of frames and optical devices, spectacles and protective optical devices are ordered and on hand.
- Assures adequate stocking of supplies in clinic exam/screening rooms. Manages logistical supply within all clinical rooms, to include all examination rooms, screening rooms, and any other room used for patient care.
- Cleans and organizes exam room equipment, medications and medical supplies on a weekly basis.
- Informs the clinic manager of any noted equipment malfunction. Orders medications and submits equipment repair requests under direction of the physician or optometrist.

**Training Coordinator and Instructor, Platoon Sargent**

01/2015 – 09/2016

U.S. Army, 434<sup>th</sup> Field Artillery Brigade, Fort Sill, OK (40hrs/wk)

- First Aid and Combat Lifesaver Course Instructor for over 20,000 Soldiers and Cadre annually.
- Provide and coordinate medical support coverage for live fire ranges in a large training installation, mitigating soldier and cadre injury in high risk environments.
- Utilize Range Facility Management Support System (RFMSS), MEDPROS, and E-Profile to coordinate, schedule and secure medical personnel for daily range support missions.
- Effectively develops leave schedules and contingency plans to assure adequate coverage at all times; manages and anticipates overtime or comp time for personnel.
- Manages performance, incentives, and administrative functions including leave requests, scheduling, awards, counseling, and staffing requirements while building and maintaining effective relationships.
- Supervise 23 personnel, providing motivation, mentorship, coaching and training that led to overall improvement of unit performance.
- Develop and implement team training to improve organizational compliance levels.
- Create rotating work schedule for team taking various factors into consideration such as leaves, TDY, weekend support needs and unit duties.
- Manage support personnel, provide training and improve outcomes in accordance with management goals and objectives, improving resource utilization and cost reduction
- Management of the organization's medical section led to 100% mission success for FY15.

**Personnel and Logistics Manager/ Platoon Sergeant**

1/2014-1/2015

U.S. Army, Camp Walker, Korea (40hrs/wk)

- Medical section manager and NCOIC, responsible for unit medical assets valued at \$3 million, successfully coordinating the use of all medical equipment within the organization
- Led the inventory and resupply of over \$600,000 in shortages for Tactical Casualty Medical Care supply's significantly reducing financial expenditures.
- Coordinated turn-in of over 44,000 lbs. worth of neglected excess property, eliminating waste and abuse.
- Supervised 16 soldiers and 10 civilian personnel, while fostering a positive working environment by providing reliable, consistent leadership and mentorship, gaining a commitment from all staff in meeting mission goals and requirements.
- Developed, monitored and revised policies and procedures to ensure compliance with company procedures and anticipate required update to meet management goals and objectives
- Established the scope of administrative and clerical assignments to facilitate the organization mission.
- Advised leadership in all areas of maintenance management, safety, reporting, hazard analysis, parts tracking, risk management and customer service.
- Utilized computer database such as DTMS and MEDPROS and spreadsheet applications in order to monitor, extract, analyze data and obtain printouts and reports pertinent to medical readiness, health care systems, staffing requirements and unit mission statistics.

**Clinical Network Manager, NCOIC**

04/2013 – 12/2013

U.S. Army, Carl R. Darnall Army Medical Center (CRDAMC) Fort Hood, TX (40hrs/wk)

- Served as advisor to the Director of the Medical Management Center (MMC).
- Managed the day to day operations allowing clinical staff to focus on patient care needs.
- Provided executive knowledge of problem solving to provide service and support to 37,500 Soldiers.
- Resolved administrative and management problems within the assigned department and clinics.
- Managed department Information Management systems, resolved issues with technology systems and applications used in a medical practice, including productivity applications, electronic communication, Electronic Health Records, health care delivery systems and population management.
- Coordinated with the Information Management Office to assess needs and ensure appropriate equipment and software accessibility and functioning.
- Completed budgeting analysis and provided financial justification for equipment procurement.
- Assigned specific projects in terms of issues, organizations, functions, or work processes to be studied and set deadlines for work completion.

- Utilized personnel management policies and procedures to carry out the scope of responsibilities.
- Contributed to the development and implementation of standard policies and procedure.
- Evaluated and provided guidance on budget management, business planning, personnel management, resource management, safety compliance, logistics, customer service, information management.
- Managed short and long term performance improvement projects by reviewing a budget in excess of \$1.4 million.
- Responsible for the accountability, use and maintenance of \$110,000 of equipment and assets.
- Displayed knowledge of the MEDCEN organizational structure; service missions, programs, and requirements in order to study and analyze procedures related to the provision of medical care and staffing requirements.
- Utilized knowledge of government-wide, agency, and facility systems, requirements, and regulations in various areas of the health care delivery system such as clinic administration, budget, personnel, HIPAA, and procurement in order to obtain information to perform necessary coordination.
- Prepared and led the department through Joint Commission inspection with zero findings for overall success.
- Served as liaison for, and participated in resolution of, administrative problems related to or concerning other department or administrative divisions.
- Managed civilian and military personnel carrying out administrative and clerical assignments to facilitate the mission of the department.
- Demonstrated implementation of communication systems with Army Medicine Secure Managing System (AMSMS) secure messaging, and telephone consultations for patients to reach providers and support staff.

#### **Health Care Department Manager, NCOIC**

04/2011 – 04/2013

U.S. Army, Department of Women's Health Center, CRDAMC, Fort Hood, TX (40hrs/wk)

- Managed the operational and organizational procedures and administrative tasks for a department of 120 medical care and support staff.
- Planned, directed, analyzed, and coordinated administrative activities for a health care delivery system.
- Facilitated an efficient utilization management program to improve efficiency and effectiveness.
- Represented the department chief and subordinate clinic or service chiefs for all at command meetings, presented written and oral briefings and recommendations.
- Provided assistance on controversial issues and on the application of qualitative or quantitative analytical methods to study a solution for best outcomes.
- Made recommendations regarding revisions of guidelines covering the procedural aspects of the job.
- Demonstrated good judgment in selecting, interpreting and adapting guidelines to meet the needs of specific issues or subjects studied.
- Maintained accountability and inventory, oversaw purchases, serviceability and readiness of medical and office equipment valued in excess of \$2 million.
- Contributed to the effective implementation of policies and procedures through cross-clinic collaborations.
- Organized monthly inventory of all assigned medical supplies. Trained staff about, and enforced confidentiality and compliance with the Health Insurance Portability and Accountability Act (HIPAA).
- Developed an effective personnel management program that includes orientation, skill competency assessment (CAF folders), cross-training, and professional license certification.
- Managed new employee orientation and infection control for the department.
- Trained staff in environmental hazards, and mitigation of medication error.
- Completed skill competency assessments for individual employees.
- Conducted and assisted with potential employee interviews, and employee selection.
- Responsible for civilian personnel matters such as employee promotions, performance evaluations, awards, disciplinary actions, leaves, and employee grievances.
- Assisted with the Business metrics and financial management through pulling data with the CART.
- Analyzed problems, managed issues affecting quality, safety, and customer service to increase efficiency and effectiveness of service, consequently improved the high quality of patients'

encounters and increased customer satisfaction through process improvement.

- Monitored the customer survey instruments used by the Army Interactive Customer Evaluation (ICE) and the Military Health System (MHS-Tricare Outpatient Satisfaction System), and fully engaged with satisfaction scores and comments for opportunities to improve practice operations through the Army Provider Level Satisfaction Survey.
- Implemented internal controls and tracking system for timely staff completion of Defense Medical Human Resources System-internet (DMHRSi). Verified DMHRSi accuracy and compliance for all staff.
- Displayed knowledge of health care management and managed healthcare principles, practices, and techniques to recognize the need for improvement and offer solutions to a wide variety of health care management problems.

### **Health Care Supervisor**

10/2010 – 04/2011

U.S. Army, Monroe Health Clinic, CRDAMC, Fort Hood, TX (40hrs/wk)

- Assisted clinic manager in providing health care services to over 25,000 Soldiers, and supporting five medical providers, 18 nursing personnel, five clerks and 55 borrowed man-power assets for medical services and logistics.
- Trained and implemented organizational policies on blood-borne pathogens, emergency response, respiratory safety, fire safety, personal protective equipment, material safety data sheets and right-to-know for hazard communication materials.
- Displayed knowledge of the MEDDAC organizational structure; service missions, programs, and requirements in order to study and analyze procedures related to medical care and staff requirements.
- Supervised operation and organizational maintenance of medical and office equipment, as well as network management systems.
- Member of tracer team and familiar with Joint Commission standards and patient safety goals.
- Department representative for JCAHO as it relates to administrative departmental issues and ensures administrative standards are met in preparation for surveys.
- Demonstrated ability to effectively communicate orally and in writing with a wide variety of health care providers and outside providers of services and products with diverse functions and motivations in order to gather information, present recommendations, and coordinate services.
- Aided in the maintenance of medical assets and office equipment valued in excess of \$456,000, and re-ordered and re-stocked medical supplies.
- Analyzed issues in staff assignment, workload measurement, and trend analysis to resolve procedural problems affecting the efficiency, effectiveness, and productivity of the organization.
- Effectively utilized knowledge of the missions, organizations, programs and requirements of health care delivery systems in general to effectively manage department needs.

### **Optometry Clinic Supervisor**

07/2009 – 09/2010

U.S. Army, Monroe Health Clinic, CRDAMC, Fort Hood, TX (40hrs/wk)

- Managed daily operations of the practice, including emergencies, cancellations and no-shows, while supervising soldiers, volunteers and civilians.
- Provided administrative and technical guidance to the manager of four outlying optometry clinics in the region.
- Monitored and maintained equipment valued at \$360,000.
- Trained and certified peers and subordinates on using medical equipment properly and efficiently, supply conservation and daily personnel actions.
- Managed all daily optical lab single and multi-vision production operations.
- Familiar with the MEPROS system, the Center of Health Care System (CHCS), appointment systems, manpower requirements, in order to obtain data required for studies and program monitoring.
- Recognized and awarded the Army Commendation Medal for outstanding job performance.

## **CERTIFICATIONS**

- Basic Healthcare Administration Certification
- Basic Life Saver Certified (Current)

### **EDUCATION**

- Associates – General Studies. Central Texas College, Killeen, Texas, 2010

### **TRAINING**

- Master Resilience Trainer
- Basic Classification for Supervisor Training
- Cadre Training Course
- Army Basic Instructor Course
- Army Senior Leadership Course
- Expert Field Medic Badge
- Applied Suicide Intervention Skills Training (ASIST)
- Drill Sergeant Instructor Course
- Personnel Security Detachment Course
- Special Forces Assessment and Selection Course.

### **AWARDS**

- Meritorious Service Medal (2)
- Army Achievement Medal (4)
- Army Commendation Medal (6)
- Good Conduct Medal (5)