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| ***Wendy Guardado*** | | | |
| **Address:** Katy, TX, 77493  **Phone:** 832-705-4183  **E-mail:** [wendy.guardado89@gmail.com](mailto:wendy.guardado89@gmail.com)  Enthusiastic Healthcare Manager with more than 10 years of healthcare experience and the passion and drive for developing a caring, compassionate, and proactive environment in healthcare organizations. Innovative thinker, focused on goals and objectives with unhesitating commitment to patient satisfaction. Committed to helping healthcare organizations achieve overall expectations through detailed- oriented planning and process optimization. | | | |
| ***Skills*** | | | |
| |  |  | | --- | --- | | * Staff Training and Mentoring | * Multidisciplinary Team Collaboration | | * Policy and Procedure Development | * Workflow and Project Planning | | * Community Engagement | * Bookkeeping | | | | |
| ***Professional Experience*** | | | |
| **11/2020- Present** | | **Practice Supervisor**  *Nightlight Pediatrics Urgent Care, Katy, TX* | |
| * Manage the scheduling and staffing of 3 clinics with a total of 46 staff members * Oversee the profit and loss management * Complete financial reports * Marketing in the community * Created and Implemented the Telemedicine job summary and remote schedule for internal staff. Lead a team of 10 staff members on the navigation and scheduling of the Telemedicine clinic * EMR: Docutap and patient self scheduling known as Solv | | | |
| **12/2017 – 06/2020** | | **Health Center Manager**  *Spring Branch Community Health Center-Nonprofit, Katy, TX* | |
| * Monitored and evaluated management information to develop processes and systems. * Established and maintained effective relationships with internal and external customers. * Identified team strengths and addressed issues; Developed better behavior in associates to create more effective team relationships. Created and deployed an employee engagement committee. * Worked with health and safety team to assist in the completion of nationally recognized audits. * Assisted in the administrative and operational functions for 2 clinical sites providing guidance and leadership to over 25 employees across 5 departments. * Reviewed and verified documentation for managed care, Medicare, and Medicaid forms and guidelines. * Member of the COVID-19 Task Force charged with developing protocols and processes during the global pandemic, 2020. | | | |
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| **05/2015 – 12/2017** | | **Clinic Coordinator and Team Lead**  *Excel Urgent Care, Katy, TX* |  |
| * Assisted in the development of employee training for 2 sites to help reduce employee turnover. * Reviewed accuracy in medical necessity forms pertaining to managed care programs, Medicare, and Medicaid. * Responsible for the development of non- existing inventory control levels for 2 clinics. * Managed the quality assurance and control program, including on-site evaluations, and internal audits. * Verified insurance, eligibility, and collection of patient payments. | | | |
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| **04/2009 – 03/2014** | | **Registered Medical Assistant**  *Kelsey- Seybold Clinic- Urology, Houston, TX* |  |
| * Provided patient support care function such as administration of therapeutic injections and high-level skill performance. * Assisted in maintenance of quality assurance and quality control. * Enhanced patient outcomes by providing knowledgeable education on procedures, medications and other physician instructions. * Updated inventory, expiration and vaccine logs to maintain current tracking documentation. * Collaborated with medical and administrative personnel to maintain patient-focused, engaging and compassionate environment. | | | |
| ***Education*** | | | |
| **08/2015 – 04/2018** | M.H.A., University of Phoenix | |  |
| **01/2012 – 02/2014** B.A., Health Management, University of Phoenix  **03/2010 – 07/2011** A.A., Psychology, University of Phoenix | | | |
| ***Certifications*** | | | |
| * Community Emergency Response Team- CERT * CPR/ BLS | | | |