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| ***Wendy Guardado*** |
| **Address:** Katy, TX, 77493**Phone:** 832-705-4183**E-mail:** wendy.guardado89@gmail.comEnthusiastic 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***  |
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| * Staff Training and Mentoring
 | * Multidisciplinary Team Collaboration
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| * Policy and Procedure Development
 | * Workflow and Project Planning
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| * Community Engagement
 | * Bookkeeping
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| ***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
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| **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.
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| ***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
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