

KRISTINA GARCIA, MHA

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☎ (530) 650-6142

🏠 Woodland, CA 95695

PROFESSIONAL SUMMARY

Highly motivated and resourceful administrative professional with 12+ years of experience looking to take on new challenges and advance my career. Eager to effectively drive process improvement initiatives to enhance the overall clinician experience while creating an environment which enhances collaboration. My strong work ethic, adaptability, and desire to streamline processes makes me an asset. I have the ability to make a meaningful impact by completing tasks with professionalism and sound judgment.

SKILLS

- Google Workspace
- Professionalism
- Communication
- Creative & Critical Thinking
- Self-Motivated
- Time Management
- Collaboration
- Relationship Building
- Process Improvement
- Problem-Solving

EDUCATION

University of Arizona Global Campus

01/2021

Master's Degree:

Healthcare Administration

- GPA: 3.9
- Principles of Healthcare Administration
- Healthcare Finances
- Patient Satisfaction
- Quadruple Aim
- Quality Improvements
- Strategic Planning

Colorado Mesa University

05/2011

Bachelor's Degree:

Kinesiology

- Medical Terminology
- Exercise Physiology
- Member of the Women's Golf Team, 2009-2011

WORK EXPERIENCE

Dignity Health Medical Foundation – Executive Assistant

Woodland, CA – November 2016 – Current

- Manages Woodland Clinic Medical Group executive calendars and provides direct daily support.
- Instrumental in the hiring, contracting, and onboarding of all new clinicians.
- Organizes and submits payroll for both monthly administrative hours and year-end bonuses.
- Creates and distributes executive meeting agendas and minutes to department heads and executive team members.
- Coordinates all medical group annual parties and clinician burnout events while being mindful of budget and resources.
- Reviews monthly clinician schedules to ensure proper revenue to the group based on shift counts.
- Maintains company confidence and protects business operations by keeping sensitive information confidential.

Dignity Health Medical Foundation – Medical Office Representative

Sacramento, CA – May 2015 – November 2016

- Answered incoming calls for Neurology, Orthopedics, Podiatry, Pain Management, and Physical Medicine & Rehab.
- Took detailed patient messages for back office staff and scheduled/cancelled patient appointments.
- Verified patient insurances.

Alves & Martinez Physical Therapy – Office Manager

Elk Grove, CA – May 2011 – December 2014

- Trained new hires.
- Verified patient insurances and benefits.
- Processed incoming referrals, scheduled all patient appointments, and submitted prior authorization requests.
- Assisted in writing the front desk procedure training manual for future employees.