

Briana R. Pizarro

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OBJECTIVE

As an upcoming healthcare administrative professional, I am fully prepared to contribute positively to support productivity, excellence, and efficiency in healthcare settings. With an extensive work history showing strong attention to detail, accountability, and initiative, I am confident my skills will bring forth the necessary respect for shared values such as quality, integrity, professionalism, and patient satisfaction and compassion. Furthermore, with my optimistic attitude, motivating spirit, enthusiastic work ethic, and professional approach to healthcare management, I am confident that I can bring forth immediate value and make real contributions to any healthcare organization.

EDUCATION

Master of Business Administration, Healthcare Administration Concentration May 2023
Texas State University, San Marcos, Texas

Bachelor of Science in Public Health, with Honors May 2021
Texas A&M University, College Station, Texas

PROFESSIONAL EXPERIENCE

Consultant May 2023
Texas State University (Taproom)

- Developed a marketing plan to increase revenues for a struggling local business. The project encompassed a 2 million dollar in revenue business. Completed a competitive analysis, price analysis, and social media analysis to determine which factors contributed to future success. Worked on a consulting team to develop a business plan, presentation, and communicated with business owners to determine goals and the correct course of action. Worked on a consulting team to develop a business plan, presentation, and communicated with business owners to determine goals and the correct course of action.

Server May 2022- Present
Muck and Fuss

- Managed conflict resolution situations with consumers and worked to make sure the consumer was satisfied with their experience. Learned to multi-task and prioritize task based off importance. Developed strong interpersonal skills and a passion for helping and serving others. This restaurant the #1 listed restaurant in New Braunfels and generates millions in revenue, and I learned how to work in fast paced constantly changing environment.

Substitute Teacher Sept 2021 - Present
Katherine Ann Porter School, Wimberley, Texas

- Collaborated with the primary instructor to maintain a safe, suitable, and productive learning environment for the public charter high school students and formulated reports that presented lesson plan progressions and records of positive developments while adhering to school policies. Developed a passion for helping children succeed and reach their goals. Managed classroom behavior and supervised up to 30 students at a time on my own.

Undergraduate Student Employee Aug 2019 - Aug 2021
Texas A&M School of Nursing, Bryan, Texas

- Redesigned and formatted tests for instructors provided unique insight into standardized tests and allowed me to practice problem-solving on various levels while enhancing my understanding of test taking strategies. Developed organizational awareness by working with various directors, professors, and supervisors. Discovered new methods to test development in order to streamline the process making it more efficient.

COVID-19 Operation Center - Case Investigator Aug 2020 - Mar 2021
Texas A&M University Health Science Center, College Station, Texas

- Corresponded with the COVID Operations Team under the supervision of the Epidemiologist to ensure that any necessary outbreaks were properly monitored, traced, and eliminated while

coordinating with Contact Tracers to ensure they had access to testing, public health information, and warnings of potential exposure. Demonstrated strong interpersonal skills through communication with patients and used my emotional intelligence and compassion to deal with sensitive subjects.

Supplemental Instructor Leader

Aug 2018 - Aug 2019

Texas A&M University College of Arts and Science - Biology, College Station, Texas

- Empowered undergraduate biology students to reach their goals by introducing interactive learning activities that integrate course content with successful study strategies through facilitating weekly group sessions and providing a comprehensive understanding of course knowledge. Created worksheets requiring critical and analytical thinking. Managed groups of up to 50 students at a time and guided them through study guides.

Leadership Experience

Philanthropy Chair

- Motivated team members to participate in organizational fundraising and volunteering and held them accountable when they were not active in these activities while creating a safe environment for team members to volunteer at and raise money for the organization. Worked with local organizations and businesses to create opportunities for fundraising events and was responsible for setting up times with the local food bank for the members to come help. This gave me the opportunity to give back to the community that had helped shape my undergraduate experience. Working with Brazos Valley food bank gave me the opportunity to give back and arrange for others to do the same.

Shadowing/Volunteering

- Shadowed at multiple healthcare facilities and gained insight into how healthcare facilities are run and the business theory behind it. Had the opportunity to communicate with providers and hear their biggest concerns and miscommunications were. Saw firsthand how important patient care is and the impact a compassionate, caring, respectful and positive attitude will have. This experience fueled my passion for healthcare administration. I was able to see the impact that proper administration had on patient care and providers.
- Got the opportunity to volunteer at the boys and girls and saw the impact of having a safe, caring environment had on kids. I was able to create fun games, became a resource for kids to confide in, and build trust with the kids. This developed my empathy further and broadened my perspective of the world. It was impactful to see how my time and work contributed to an organization's mission.

ORGANIZATIONS

- American College of Health Executives (ACHE) • Healthcare Financial Management Association
- Medical Group Management Association (MGMA) (HFMA)

SKILLS & CERTIFICATIONS

- Lean Six Sigma Green Belt Healthcare Certificate - Institute of Industrial and Systems Engineering (IISE)
- COVID-19 Contact Tracing Certificate - Johns Hopkins Bloomberg School of Public Health (BSPH)
- Incident Command System (ICS) Course Certificate - FEMA's Emergency Management Institute (EMI)
- National Response Framework (NRF) Course Certificate - FEMA's Emergency Management Institute (EMI)
- Certified Revenue Cycle Representative – Healthcare Financial Management Association (HFMA)
- Certified Specialist Accounting and Finance - Healthcare Financial Management Association (HFMA)
- Certified Specialized Business Intelligence - Healthcare Financial Management Association (HFMA)