

ANSU MARINA ISSAC

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ADMINISTRATIVE COORDINATOR with combined academic and professional experience delivering support within the healthcare industry, coordinating with care providers and management to facilitate communication and prepare documentation as needed. Detail-oriented professional with a proven track record of developing actionable solutions that improve operational efficiency. Adaptable leader leveraging strong communication and interpersonal skills to support cross-functional collaboration between business units.

AREAS OF EXPERTISE

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|---|------------------------------------|--------------------------------|
| ✓ <i>Administrative Support</i> | ✓ <i>Healthcare Administration</i> | ✓ <i>Team Coordination</i> |
| ✓ <i>Human Resources Processes</i> | ✓ <i>Process Improvements</i> | ✓ <i>Regulatory Compliance</i> |
| ✓ <i>Data Collection & Analysis</i> | ✓ <i>Office Management</i> | ✓ <i>Customer Service</i> |
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EDUCATION

Currently Pursuing Master of Science in Health Sciences (MS), Healthcare Quality & Risk Management

Drexel University (*Expected 2020*)

Select Coursework: *Sentinel Event Investigation • Politics & Policy of Healthcare Resources • Quality & Safety in Healthcare • Research Methods & Biostatistics*

Bachelor of Science (BS), Business & Healthcare Administration

Liberty University (*2018*)

Select Coursework: *Management of Human Resource & Health Professionals Healthcare Informatics • Strategic Mgmt. & Marketing in Healthcare • Finance*

Doctor of Medicine: Windsor University – School of Medicine

Unable to meet residency U.S medical licensure requirements

Pre-Medicine, Biological Sciences: Wayne State University

TECHNICAL SKILLS

EMR-QUICKMAR • EPIC • Kronos/ADP • Microsoft Office Suite

LANGUAGES

English (*Fluent*) • Malayalam (*Native/Elementary*) • French (*Elementary*)

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

The Sheridan at Birmingham – Birmingham, MI

2018-2019

Health & Wellness Clinical Care Coordinator

- Monitored call-light alerts for the 110-patient facility, evaluating response times and following up with Pharmacy and Physician groups regarding emergencies and medication questions.
- Collaborated with the Director of Nursing to manage administrative tasks including new admissions, meetings, coordinating payroll, developing operating budgets, and tracking employee overtime and attendance.
- Coordinated nurse schedules of to ensure proper staffing, utilizing OnShift Scheduling Services to fill open shifts and organize sign-ups and call-offs.
- Worked closely with the Business Manager to assume responsibility for a variety of HR functions, including hiring and interviewing nursing staff of Certified Nursing Assistants, medication technicians, and LPN's.

Joseph N. Frances General Hospital – West Indies

2010

Medical Student

- Provided care to patients in collaboration with healthcare professionals by performing history and physical exams, charting patient notes, and updating charts and medical records throughout the care delivery process.
- Presented patient cases to physicians, staff, and other students, communicating critical patient data to support timely, efficient, and effective care of patients.