

Irma Inez Doering
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Highly motivated practice manager with over 10 years of managerial experience. Diverse in communication and team building exercises for a positive work environment. Extensive track record for implementing impactful recommendations, leader of people and strive for operational excellence.

Experience

NOVEMBER 2014 – MARCH 2020

Director of Operations, Franklin WI- POPCARE URGENT CARE LLC

- Implementation of a schedule for 25 employees with rotating weekends.
- Recruited and hired qualified employees.
- Maintained a safe and clean working environment for employees.
- Self-initiated a business to business marketing campaign with a minimal budget.
- Assisted in business development through social media engagement.
- Monitored and maintained medical equipment.

MARCH 2009 – NOVEMBER 2014

Manager/Lead Medical Assistant, Franklin WI- EMERGENCY MEDICINE SPECIALISTS URGENT CARE

- Registered and collecting patient co-pays through insurance verification.
- Patient care which consisted of talking vitals, medication refills and follow-up call backs.
- Assisted providers with medical procedures.
- Completed a monthly schedule for 10 employees.

NOVEMBER 2004-DECEMBER 2007

Emergency Room Technician, Milwaukee WI- Froedtert Hospital

- Assisted in emergency patient care related to trauma and injuries.
- Administered Intravenous Therapy.
- Patient transportation for admitted patients.

November 1999- November 2007

Staff Sergeant Combat Medic, Milwaukee WI- Army National Guard of Wisconsin

- Trained in providing on-the-spot emergency medical treatment.
- Responsible for a platoon of 30 men and women during drill weekends and special assignments.
- Earned two Army Achievement awards for leadership skills as well as exceptional composure during stressful situations.

Education

December 2017- December 2020. Bachelors of Healthcare Management, OTTOWA UNIVERSITY

Skills

- Bilingual in conversational Spanish.
- Detail oriented with excellent interpersonal communication skills.
- Strong ability to calm a stressed environment due to patient dissatisfaction.
- BLS certified.
- Over 20 years of phlebotomy experience.