

Mollie Medical

123 Streetside Court, Apt. 3, Columbia SC 29222 • (803) 123-4567 • molliem@email.sc.edu

Education	University of South Carolina, Columbia, SC <i>Master of Health Administration</i> , Major: Health Services, Policy and Management GPA: 3.529	May 2010
	Oklahoma State University, Stillwater, OK <i>Bachelor of Science in Speech Pathology</i> , Minor: Music	December 2005
Computer Skills	Microsoft Applications: Word, Excel, PowerPoint, Outlook, Adobe Acrobat, Lotus Notes	
Related Experience	<i>Graduate Intern, South Carolina Department of Health and Human Services</i>	1/10- present
	<ul style="list-style-type: none">• Develop a Managed Care Transparency Tool showing various quality measures which can be accessed by various constituent groups within the agency• Meet with statisticians and key staff to determine how categories will be measured• Pull monthly reports for the Senior Consultant of Reporting, Research, and Special Projects	
	<i>Graduate Assistant, Center for Health Services and Policy Research, Columbia, SC</i>	8/09-12/10
	<ul style="list-style-type: none">• Assisted with determining the effectiveness of Medicaid services throughout the Columbia area• Interviewed providers, billing personnel, and department managers and assisted with compiling qualitative information into a report for the agency	
	<i>Administrative Volunteer, The Free Medical Clinic, Columbia, SC</i>	11/08-1/09
	<ul style="list-style-type: none">• Screened/ interviewed patients to gather financial, demographic, and medical information	
	<i>Patient Representative Officer, Richland Memorial Hospital, Columbia, SC</i>	1/06-10/08
	<ul style="list-style-type: none">• Identified and resolved critical care patient problems requiring medication with all levels of staff• Conducted and analyzed annual Patient Satisfaction Study for review by senior management• Planned and implemented the Professional Performance training program for all hospital employees to increase employee sensitivity to patients' needs• Wrote and interpreted administrative policies and ensured compliance with state and federal agencies	
	<i>Coordinator of Education, Middle Tennessee Family Health Institute, Nashville, TN</i>	12/07-8/08
	<ul style="list-style-type: none">• Created and maintained educational materials for 25,000 clients annually• Directed public relations activities including media broadcasts, community outreach programs, and consultation to school systems• Provide content and delivery system for the family planning program• Initiated campaign to increase use of resources by those employed in manufacturing sector	
Other Experience	<i>Peer Educator, Health Services Office, Oklahoma State University, Stillwater, OK</i>	6/06-11/07
	<i>Desk Assistant, Oklahoma State University, Stillwater, OK</i>	1/04-12/05
	<i>Server, Big Blimpies Burgers, Stillwater, OK</i>	5/05-7/05
	<i>Sitter, Various Families, Stillwater, OK</i>	8/98-5/05
Professional	American College of Healthcare Executives, Women's Association of Healthcare Professionals, Health Executive Student Association, Alpha Kappa Psi Business Fraternity	
Accomplishments	Writer for the 2009 SCHA Telemedicine Conference Recipient, <i>Outstanding Senior</i> , Oklahoma State University	
Service	Special Olympics; American Red Cross, Tutor for at-risk youth	
Publication	Medical, Mollie. "Patient Satisfaction: The Key to Success". <i>American Journal of Health Care Administration</i> , Vol. XI, No. 3, April 2008, pp. 30-33.	

Professional References available upon request