

Rose Hermon Verne

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SUMMARY OF QUALIFICATIONS:

College graduate is seeking a position in the administration department to be able to utilize my knowledge in helping with the success of the organization, while working in an environment that is mutually beneficial.

- ❖ Flexible and able to multi-task
- ❖ Strong oral and written communication skills with ability to maintain composure in difficult and complex communication with team members, and patients
- ❖ Ability to operate standard office equipment
- ❖ Ability to work with individuals at all organizational levels, particularly peers, teams members, other departments, patients and the community.
- ❖ High level of competency in with computers, internet, and proficiency in (Word, Excel, PowerPoint, Outlook)
- ❖ Ability to exude a positive image
- ❖ Leadership, and management skill
- ❖ Greet visitors warmly and professionally
- ❖ Coordinate general administrative activities for the office
- ❖ Participate as needed in special report
- ❖ Organizational skills and effective decision making with little direction
- ❖ Personable phone manner
- ❖ Honest, discrete, trustworthy, team player and strong follow-through
- ❖ Ability to solve problems and to cope with pressure
- ❖ Responsible for self maintenance
- ❖ Release of information assuring HIPPA compliance
- ❖ Good organization skills with strong attention to details
- ❖ Respect and maintain privacy and dignity of patients
- ❖ Assure patients confidentiality at all time
- ❖ Considerable knowledge of medical terminology

EDUCATION:

- ❖ Quinnipiac University
Long-term Care Certification
Expected May 2015
- ❖ Utica College – Utica NY
Master Degree in Healthcare Administration
GPA 3.19
Graduated December 2014
- ❖ Monroe College - New Rochelle, NY
Bachelor Degree in Health Administration Services
GPA 3.469
Graduated August 2011
- ❖ Miami Dade College
Associate Degree in Liberate Arts
Graduated August 2004

EMPLOYMENT HISTORY:

Notre Dame Convalescent Home, Norwalk CT

Administrator in Training (AIT)

January 2015 – April 2015

- ❖ Became familiar with standard of practice for long-term care administrator
- ❖ Became familiar with accounting tasks such as, but not limited to account payable, receivable, setting up trust fund, logging to the general ledger
- ❖ Became familiar with the job description and leadership responsibilities of the departments heads and assumed an active leadership roles as their assistant
- ❖ Became familiar with the myriad of duties to be accomplished within a nursing facility to provide the highest quality of care
- ❖ Actively participated in management decision during problem solving sessions
- ❖ Assisted in the admission and discharge of a resident
- ❖ Attended care plans during the rotation in nursing, social services, dietary and activities departments to understand the key role each play in resident care
- ❖ Participated in committee meeting in each department to learn the different ways and means to reach consensus
- ❖ Managed one complaint/incident investigation from report to completion
- ❖ Participated in a mock survey of each department during the rotation and reported deficiencies and plans of correction to the department heads
- ❖ Understand the contribution each position within the facility makes to the overall success of the program
- ❖ Conducted daily rounds using eyes, ears, nose, and reported any concerns and problems to the appropriate department manager. Following up to assure a solution is reached
- ❖ Responsible for the submission of the facility's Monthly census to the Department of Social Services
- ❖ Collaborated with the Nursing Department to ensure that all Accidents/Incidents reports are tracked and enter within the PCC system
- ❖ Provided periodic receptionist coverage at the front desk, including answering phone and direct the caller to the appropriate associated, as well as greeting and directing visitors to facility
- ❖ Assisted in the creation of a Host/Hostess Program within the Food Service Department
- ❖ Researched and developed a Comparative Analysis/Budget regarding the Housekeeping/Laundry Services with the facility

Regency Height of Stamford, Stamford CT

Administrator in Training

September 2014 – December 2014

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Bethel Nursing & Rehabilitation Center, Croton-on-Hudson, NY

Health Information Associates

October 2012 – June 2013

- ❖ Compiled, verified, typed and filed medical records of hospital and the nursing facility and prepared folders and maintained records of newly patients
- ❖ Reviewed medical records for completeness, assemble records into standard order, and file records in designated areas according to applicable alphabetic and numeric filing system
- ❖ Located, signed out, and delivered medical records requested by hospital department
- ❖ Compiled statistical data, such as admissions, discharges, deaths, and type of treatments given
- ❖ Operated computer to enter and retrieve data and type correspondence and reports
- ❖ Worked with software to comply with federal mandates for electronic storage of patient information
- ❖ Assured that records are accurate and may only be accessed by authorized personnel

STAMFORD HOSPITAL, Stamford CT

Administrative Assistant

January 2011 – March 2013

- ❖ Assisted with over flow work
- ❖ Coordinated general administrative activities for the office
- ❖ Participated as needed in special project
- ❖ Performed administrative and office support activities for multiples supervisors
- ❖ Sorted and route\ed materials, word processing, filing, and faxing
- ❖ Collected and maintained inventory of office equipment and supplies
- ❖ Provided data entry, health stream, and clerical services in the Nursing Administration Office and in the Education and Organization Development Office

New Horizon Pain Management Medical Center, Miami, Fl

Medical Assistant

March 2006 – August 2007

- ❖ Prepared and reviewed narrative reports.
- ❖ Input billing data and posted charges and payments.
- ❖ Verified patient's insurance coverage to secure eligibility for billing purposes.
- ❖ Answered the phone, scheduled appointments, placed pharmacy calls, and classified patient's records, and arranged transportation for patients.
- ❖

Jonas Thomas Multi Service, Norwalk CT

Administrative Assistant

August 1999 – August 2000

- ❖ Assisted the accountant with the filing of income tax documents
- ❖ Answered the phones and assisted clients accordingly
- ❖ Provided customer service to the clients
- ❖ Assisted in the purchasing of airline tickets for the clients

References

Provided upon request