

# Joanne Gabriel, MS, LNHA

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## QUALIFICATIONS PROFILE

Licensed Nursing Home Administrator and health care professional with over 3 years of management experience. Recently completed an intensive administrator in training program in a 134-bed nursing facility. Possess excellent people skills, good judgment and sound problem solving skills. Committed to providing residents the highest quality of life and achieving high customer satisfaction. Dedicated to achieving excellent census, revenue, and survey outcomes, while effectively managing labor costs and operating expenses.

## KEY COMPETENCIES

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| <ul style="list-style-type: none"><li>▪ Ability to work independently and under pressure</li><li>▪ Advanced problem solving and conflict resolution skills</li><li>▪ Proficient in Microsoft Word and Excel</li><li>▪ Ability to work with diverse populations</li></ul> | <ul style="list-style-type: none"><li>▪ Possess excellent customer service and communication skills</li><li>▪ Able to work effectively with all levels of management</li><li>▪ Bilingual: Fluent in English and Creole</li></ul> |
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## EDUCATION & LICENSE

University of Connecticut – Storrs, CT

**Long-Term Healthcare Management Certificate Program**, Completion Date: February 2020

Southern New Hampshire University – Manchester, NH

**Master of Science in Management with a concentration in Healthcare**, November 2017

New England College – Henniker, NH

**Bachelor of Arts in Business Administration & Management**, May 2015

**Connecticut Nursing Home Administrator License**, September 2020

## WORK EXPERIENCE

Maefair Healthcare Center      Trumbull, CT

**Administrator-In-Training, AIT(Internship)**      August 2019 – February 2020

- Assisted the administrator with the day to day operations of this 134-bed skilled nursing facility
- Provided active management and oversight of the nursing, rehabilitation, social services, dietary, housekeeping, laundry, and maintenance departments
- Participated in annual and complaint surveys and prepared plans of correction, as needed
- Performed weekly life safety and environmental assessments to identify repair needs
- Developed an emergency preparedness manual
- Reviewed financial statements and researched variances on the profit and loss statement.
- Attended the monthly QAPI meetings and completed a QAPI on falls for the facility.
- Monitored dietary and nursing staffing hours daily, and adjusted for census accordingly
- Monitored accounts receivables, accounts payables, and Medicare, Medicaid, and insurance billing
- Attended many regional meetings, conferences, and workshops.
- Participated in the recruitment, hiring, training, disciplining and termination of staff
- Reviewed time-sheets and labor hours daily to ensure expenses did not exceed budgeted limits
- Worked closely with admissions and marketing staff to maintain census and to expand referral sources
- Established an expedited approval process to quickly screen potential hospital referrals to cost out care and appropriateness of placement, and to ensure quick approval or denial
- Reviewed all incident and accident reports, and timely investigated and reported adverse incidents

Fairfield Dermatology      Fairfield, CT

**Office Coordinator**      May 2016 – June 2019

- Managed the day-to-day operation of this busy dermatology practice
- Delivered a high-level of patient care and coordination, and demonstrated knowledge of current health care laws and procedures, medical issues, and terminology
- Prepared budgets, financial reports and researched variances
- Ensured prompt and accurate insurance and patient billing and collection
- Prepared staffing schedules and labor hours, and kept supplies expenses within budget
- Demonstrated strong leadership, organizational and time-management skills, and the ability to handle multiple priorities and complete projects on time

The Milford Pediatrics Group      Milford, CT

**Receptionist**      January 2015 – January 2017

- Greeted patients and collected personal, medical, and insurance information from each patient
- Verified insurance coverage and collected co-pays and accounts receivables
- Scheduled patient office visits and verified appointments
- Managed patient medical information in electronic medical records software and ensured confidentiality of protected health information
- Monitored office and medical supply inventory levels, ordered supplies and organized stockrooms

Republic Parking      Bridgeport, CT

**Supervisor**      January 2012 – January 2015

- Managed the operation of this busy car parking facility
- Supervised 4 employees and scheduled staff, and kept within the labor budget
- Handled customer complaints and maintained a clean, organized, and safe environment

Walgreen's Pharmacy      Greenwich, CT

**Pharmacy Technician**      January 2009 – January 2012

- Assisted the pharmacists in filling 175+ prescriptions each day by locating and dispensing orders precisely and efficiently
- Verified insurance eligibility and coverage and point of sale purchase of medications
- Calculated drug dosages and prepared prescription labels for pharmacist approval
- Closely monitored inventory levels and outdated products

#### **CERTIFICATIONS**

- Certified Firefighter, 2012
- Pharmacy Technician License, 2011
- Certified Medical and Billing Specialist, 2009