

OLIVIA SMITH

Hospital Coordinator

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PROFESSIONAL SUMMARY

Dynamic Hospital Coordinator with over 7 years of experience in optimizing healthcare operations and enhancing patient care. Proven ability to streamline processes, ensuring efficient patient management and compliance with regulations. Adept at collaborating with medical staff and external partners to improve service delivery and operational efficiency. Committed to fostering a positive environment for both patients and healthcare teams.

WORK EXPERIENCE

Hospital Coordinator Jan / 2020-Ongoing
Blue Sky Innovations Chicago, IL

- 1. Reported directly to the Chief Financial Officer, ensuring alignment of financial operations with healthcare strategies.
- 2. Coordinated hospitalization authorizations and records for over 22,000 patients, optimizing resource allocation.
- 3. Collaborated with multi-specialty physicians to enhance third-party billing processes.
- 4. Revamped reporting and documentation procedures, increasing accuracy and efficiency.
- 5. Acted as a liaison between patients, providers, and insurance carriers to resolve disputes effectively.
- 6. Reviewed and addressed grievances filed by patients, fostering a patient-centered approach.
- 7. Served as a member of the Utilization Review Committee, contributing to improved patient care standards.

Hospital Coordinator Jan / 2018-Jan / 2020
Silver Lake Enterprises Seattle, WA

- 1. Enhanced facility management through strategic partnerships with hospital discharge planners and social workers.
- 2. Consulted daily with physicians and healthcare providers to exceed growth expectations.
- 3. Achieved revenue goals 60% above projections in the first quarter of implementation.
- 4. Provided exceptional support to key accounts, managing inventory and contracts efficiently.
- 5. Utilized network software for tracking returns and credits, ensuring accurate billing.
- 6. Documented damaged merchandise and discontinued items, maintaining accurate inventory records.
- 7. Oversaw human resources functions, including hiring, scheduling, payroll, and performance reviews for staff.

EDUCATION

Bachelor of Science in Health Administration Jan / 2016-Jan / 2018
University of Health Sciences Phoenix, AZ

Focused on healthcare management and operational efficiency.

SKILLS



ACHIEVEMENTS

- ★ Achieved a 25% improvement in patient satisfaction scores through enhanced service protocols.
- ★ Successfully coordinated the implementation of a new scheduling system, reducing patient wait times by 15%.