

Jennifer Feliciano

Healthcare Administrative Professional
Founder of Virgo Virtuoso

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EXPERIENCE

US Men's Health Corporation Denver, CO *Executive Administrator*

AUGUST 2021 - PRESENT

USMH was established in 2014 to oversee the operations of existing and future Men's Sexual Health clinics. The organization currently has a dozen practice locations in five different states, and continues to grow. As the Executive Administrator, I work directly with Owners and Executive Leadership of USMH to ensure efficient operations at all locations. I also work directly with the Regional Operations Directors and Managers. This includes processing payroll for over 80 employees and overseeing all Human Resources functions while managing several long-term projects at the corporate level.

Gateway Home Health & Hospice Denver, CO *Intake & Scheduling Coordinator*

JANUARY 2021 - AUGUST 2021

Gateway Home Health is one of the fastest growing home health organizations in the United States. Intake responsibilities include receiving and processing referrals from multiple sources, reviewing insurance eligibility, and working with case managers. Once a referred patient is admitted to Gateway, the scheduling responsibilities of the coordinator are to continuously update patient charts as new orders are received. Follows all applicable state and federal regulations that pertain to home health processing and scheduling. Worked with nurses and clinicians in the fields of physical, occupational, and speech therapy to ensure effective communication and scheduling of patients on a daily basis.

TurningPoint Healthcare Solutions Lake Mary, FL *Lead Peer to Peer Coordinator*

APRIL 2019 - JUNE 2020

TurningPoint is a third-party company that contracts with commercial and government insurance plans to review prior authorization requests for elective orthopedic and spine surgical procedures. P2P coordinators are responsible for scheduling and facilitating all Peer Review requests from providers. This includes staging notes, preparing the reviewing physician, and documenting a summary with final outcome for all parties. Coordinators also assist Clinical Operations Representatives with answering inbound calls, initiating pre-authorization requests, triaging faxes with clinical information, and sending notifications. As lead coordinator, I assisted with the interviewing and hiring of five additional coordinators to support operational growth, and was responsible for their training and supervision once onboarded.

SKILLS

Excellent Customer Service

Medical Terminology

Exceptional Verbal and
Written Communication

Healthcare Administration

Contract Negotiation

Inside Sales Experience

Quality Improvement

Patient Safety

Human Resources

Training & Development

Financial Management

Scheduling and
Coordination

Healthcare Insurance and
Preauthorizations

Talismark Lake Mary, FL *Activations and Vendor Relations Specialist*

DECEMBER 2016 - APRIL 2019 / JUNE 2020 - DECEMBER 2020

Talismark is a waste and recycling management consulting firm for large real estate portfolios across the United States. I worked closely with the sales department to help onboard new clients by reviewing opportunities, performing market research, and optimizing their waste and recycling services. Responsible for auditing vendor invoices to maximize sustainability and generative savings as high as 50% on waste and recycling expenses. Work with vendors to bid out services, review pre-existing contracts, and negotiate new contract terms and fixed pricing for services. Review city ordinances or franchise information as it pertains to commercial waste and recycling services. Was given a leadership role to work as the primary trainer for all new-hires across multiple operational departments. Developed training guides while assisting in developing Standard Operating Procedures (SOPs) to improve work procedure and employee time management. Created a checklist program to reduce administrative or data entry errors in workflow.

AdventHealth (Emergency Department) Altamonte Springs, FL *Patient Care Representative (Internship)*

APRIL 2017 - AUGUST 2017

Temporary unpaid internship taken during my BS-HSA undergraduate curriculum. I worked for over 150 hours in a non-clinical position within the organization. While in the emergency department, I was responsible for registering patients and their visitors, recording initial chief complaint and being able to identify symptoms requiring immediate attention. Gained experience multitasking in a high stress environment while maintaining strong levels of accuracy and attention to detail. Assisted in verifying patient insurance information and handling confidential medical records. Generated cost estimates for patients with co-payments and insurance while also attempting to collect payment for services at discharge. Answer emergency patient service calls for registration when an ambulance was in-bound. Reviewed reports and spreadsheets regarding current collection standings and wrote a report about increasing collections within the ED. Used strategic planning to help create team collection goals and increase revenue.

Waste Connections Altamonte Springs, FL *Inside Sales Account Manager*

MAY 2015 - AUGUST 2016

I evaluated customer issues and complaints to resolve any service issues. I handled all incoming and escalated customer service and sales requests within my territory. I participated in community events to help advertise and market the company's services to potential clients. Frequently exceeded the \$2,400 monthly sales quota and renewed at least ten existing client contracts monthly. Successfully negotiated deals, drafted contracts, and submitted paperwork for new and existing service changes. I personally created multiple training tools and scripts for proper phone etiquette to assist in new customer service training, and received perfect surveys for "secret shopper" customer service calls.

AWARDS

Circle of Excellence -
Awarded in 2017 at
Talismark

Employee of the Year -
Awarded in 2017 at
Talismark

LANGUAGES

English

EDUCATION

University of Central Florida Orlando, FL
Master's Health Administration, Executive Leadership Track

JANUARY 2019 - DECEMBER 2020

Awarded in December, 2020 GPA 4.0

University of Central Florida Orlando, FL
Bachelor's Health Services Administration

AUGUST 2015 - AUGUST 2017

Awarded in August, 2017 GPA 4.0

Cornell College Mount Vernon, IA
No Degree Awarded

SEPTEMBER 2011 - JANUARY 2013

Studied undergraduate biochemistry for several semesters before relocating

Winter Park High School Winter Park, FL
High School Diploma

SEPTEMBER 2007 - MAY 2011

Graduated with honors from the International Baccalaureate Programme