

Frank E. Finance

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PROFILE

- Bachelor's degree in Finance, HFMA Fellow (FHFMA)
- 7 years of customer service experience
- Knowledgeable and skilled in working with hospital department managers, physicians, and administration to improve bottom line
- Strong customer and patient relation skills

EDUCATION

Bachelor of Science in Business, May 2019 *Magna Cum Laude*
Sacramento State, Sacramento, CA

WORK EXPERIENCE

Glendale Memorial Hospital, Glendale, CA

May 2017 – Present

Finance Intern

Manage accounts receivable, insurance, collections, inpatient, outpatient and emergency room registrations, switchboard, and all telephone system administration for 250-bed facility. Provide budgeting and cost-reports assistance. Supervise and schedule up to 40 employees.

- Recommended new computer software, which provides more detailed patient information and allows hospital administrators to evaluate the need for current and future services
- Established new collections policy, which increased collection of unpaid bills by 70 percent
- Initiated new follow-up process with insurance companies, which has enhanced relations with carriers and patients and resulted in more timely payments to hospital
- Honored for bringing office to highest production level ever in just two years

University of Southern California, Los Angeles, CA

June 2015 – May 2017

Student Assistant

Provided class instruction for undergraduate students, including evaluating student projects and assigning final grades. Conducted research for professors.

- Assisted with School of Business career counseling program, which provided students with guidance in job searching, resume writing, and job interviewing
- Formed committee that reviewed and revised current undergraduate and graduate requirements to better prepare students for the job market
- Named 2008 "Outstanding MBA Student" for contributions to MBA program

LANGUAGES & ASSOCIATIONS

- Fluent in Spanish
- Healthcare Policy Committee, Western Chapter, Healthcare Financial Management Association – Los Angeles, CA (2019 – Present)
- Member, Southwest Region – National Guild of Patient Account Managers (2018 – Present)