**EDUCATION**

**Coker College Hartsville, S.C.**

*Bachelor of Arts, Biology* Winter 2017

**Capella University Minneapolis, M.N.**

Master of Public Health (MPH) Fall 2020

**Work History**

* Senior Revenue Cycle Patient Accounting Consultant, Cerner Corporation (April 2018-Present)
* Research Assistant in a Microbiology Lab (Jan 2015-Dec 2017)

**Consulting Responsibilities**

* Consult with clients on comprehensive service line workflows, including current state and future state, and work with client to map out stop-start-continue processes to determine how the system will be designed and tested
* Identify, resolve, and report solution status, risks, and issues to client and project leadership
* Coach client on data collection and system design requirements, and analyze to determine optimal solution build and implementation
* Improve inefficiencies within client organization by collaborating using multi-disciplinary approaches
* Consult with internal project and organizational teams to bi-directionally share configuration status, project timelines and project updates, and verify configuration requests
* Provide on-site conversion troubleshooting support and issue resolution, identify inefficiencies and areas with opportunities for improvement with KPIs, and propose changes to client
* Maintain client relationships and navigate through conflict and complex relationship situations to achieve business objectives
* Identify, resolve, and report solution status, risks, and issues to client and project leadership
* Conversion support, ticket management, defect management, understand package request/upgrade impacts for hospitals and clinics
* Leading internal team initiatives and meetings
* Additive in strategic planning and developmental processes
* Managing Citrix and SQL servers
* Training clients, onboarded analysts, and newer associates through collaboration

**Cerner RevCycle Experience Highlights**

* Examples of Client Work
	+ Facilitated client focused training and training for multiple onboarded analysts
	+ Quarterbacked the design, build, maintenance, and testing
	+ Enhanced the historical CCR 74% to 90% within 5 months of testing/troubleshooting
	+ Employed CQI strategies throughout implementation (e.g., KPI Initiatives)
	+ Worked $2 Million Held in Scrubber dollars down within 3 weeks which aids in my strong understanding of payer requirements
		- Provided recommendations on what claim rules/bridge routines needed to circumvent high volumes of held in scrubber dollars
	+ Enhanced CCR by 15% over 1 year by implementing claim rules, cleaning up prior build, encouraging client to take new content packages, and employing KPI kits
	+ Enhanced 835/Cash Collection Automation Processes
* Participated and Facilitated Change Control Processes
* Participated/Facilitated Go-live Support and Designed Cutover/Conversion Planning
* Provided Design, Build, Testing, and Support for clients
* Facilitated auditing systems to identify areas needing improvement and provide recommendations on how to enhance KPIs in all of Revenue Cycle
* Proficient in understanding code level enhancements/defects
* Revenue Cycle Management Processes
	+ Proficient in AR follow-up, collections workflow, charge capture, revenue reconciliation, attachment processing, patient access, coding, claims processing, denials and appeal management, contract management, 835 processing, cash collections, identifying integrative issues that impact billing (e.g., clinical, patient access), payment plans, 3rd party vendor management, financial reporting, statement & invoice processing, etc.
* Experience with Scope/Sales Contracts, Consulting Hours, PN management, Budgeting, & Cost-Benefit Analysis

**Information Systems/Healthcare Competencies**

* Healthcare Acumen and Healthcare Finance
* Sales Contracts and Operational Processes
* Cerner Revenue Patient Accounting Cycle Solution End User Workflows
* Cerner Revenue Patient Accounting Cycle Design Concepts & Model Experience
* Cerner Revenue Patient Accounting Cycle Build & Maintenance Principals
* Cerner Revenue Patient Accounting Cycle Training Methodologies
* Clinically Driven Revenue Cycle (CDRC)
* Revenue Cycle Testing & Cutover Strategies
* Financial Reporting & Key Performance Indicators
* Cerner Implementation Methodology
* Billing Processes/Finance
* Auditing/Compliance Processes
* Defects/Upgrades/Conversion Support
* Ticket Management/Patient Access
* Data and Analytics
* Revenue Reconciliation/Charge Capture

**Professional Certifications/Training**

* Certified Professional Coder (CPC) Training
* Project Management Professional (PMP) Training
* Adult, Child, Infant First Aid/AED/CPR Certification
* Bloodborne Pathogens Training Certification
* HFMA Certified Revenue Cycle Representative (CRCR)
* Cerner RevCycle Certification Program (CRCP)

**Internship Experience**

* Compliance Internship with Director of Compliance of Veterans Health Administration in Blue Springs, MO (Winter 2020-Fall 2020)
	+ Continuous Quality Improvement Strategies (CQIs)
	+ Internal Controls
	+ Auditing Programs
	+ Compliance Standards

**Research Experience**

Coker College, Department of Biology Winter 2015-Winter 2017

* Determined *T. vaginalis’* mode of attachment, entry, and degradation of mammalian cells
* Assessment of circadian control of the pyrenoid production in *Closterium spp.*
* Characterized *Pythium spp.* in a historical water lilies pond at Kalmia Gardens
* Characterized bacterial communities in Aerated Compost Tea produced by Kalmia Gardens
* Comparative analysis of fungal life on college students and their habitats

**Laboratory Responsibilities and Proficiencies**

* Microbiological and Chemical Laboratory Instrumentation
	+ Gel Electrophoresis, Thermo cycler, UV-illuminator, Laminar Flow Hoods, Environmental Meters, Pipettes, Incubator, Autoclave, Microscopes, Western Blot, Centrifuge, Mass Spec, Gas Chromatography, etc.
* Microbiological & Chemical Techniques
	+ Gel Electrophoresis, PCR, Serial Dilution, DNA Extraction, Microscopy, Gram Staining, Serological, Coliform, Enumeration, Endospore Staining, ELISA, Plating, Wet Mount, Western Blot, Recrystallizing, Distillation, Saponification, etc.
* Culturing, Isolation, Engineering, and Purification of Microbes
* Bacterial, Fungal, Protist, and Green Algal Identification and Characterization
	+ Universal and Genus specific primers
* Culture Media and other Chemical Preparations
	+ MAC, EMB, TSA, PDA, SDA, Agarose gel, Reagent prep, PCR mixtures, etc.
* Troubleshooting DNA extraction/PCR Issues
* Metagenomic, Chemical & Morphological Analysis
* GMP/Biosafety Protocols
* Laboratory Inventory Management/Data Collection

**Publications and Proficiencies**

* Characterization of Pythium species in a historical water lilies pond at Kalmia Gardens, SC. (Oral presentation)
	+ Barefoot T, **Green GW**, and Dr. Avanzato MV.
		- South Carolina Independent Colleges and Universities, Spartanburg, South Carolina (February 2016)
* Characterization of Pythium species in a historical water lilies pond at Kalmia Gardens, SC. (Oral presentation)
	+ Barefoot T, **Green GW**, and Dr. V. Maria Avanzato
		- Coker College, Hartsville, South Carolina (April 2016)
* Characterization of bacterial communities of the “locally brewed” aerated compost tea produced by Kalmia Gardens in Hartsville, SC (Oral presentation)
	+ **Green GW**, Drs. Joseph Flaherty, and V. Maria Avanzato
		- South Carolina Independent Colleges and Universities, Spartanburg, South Carolina (February 2017)
* Characterization of bacterial communities of the “locally brewed” aerated compost tea produced by Kalmia Gardens in Hartsville, SC (Oral presentation)
	+ **Green GW**, Drs. Joseph Flaherty, and Maria V. Avanzato
		- Coker College, Hartsville, South Carolina (April 2017)

**Teaching Experience**

* Biology 101 Lab, Coker College, Hartsville, SC (Fall 2015)
	+ Teaching Assistant under Dr. Maria V. Avanzato
* Molecular Genetics Tutor, Coker College, Hartsville, SC (Spring 2017)
	+ Tutor student in the fundamentals of genetics under Dr. Timothy K. Boone
* Biology 101 Lab, Coker College, Hartsville, SC (Fall 2017)
	+ Teaching Assistant under Dr. Maria V. Avanzato

**Volunteer Experience**

* Soup Kitchen, Kansas City, MO (2019-2020)
* Soup Kitchen, Hartsville, SC (2015-2017)
* Embrace Hospice, Hartsville, SC (2015)
* Morningside Nursing Home, Hartsville, SC (2014-2017)

**Additional Skills**

* Fluent in American Sign Language
* Proficient in Microsoft Word, Microsoft Excel, SPSS, Java, iOS, Windows, Adobe, Microsoft OneNote, Microsoft Teams, Citrix Environment, SQL Servers, Microsoft PowerPoint
* Experience with Carpentry, Painting, and Lawn Care

**Honors and Awards**

* 2020 Project Eagle Award
* 2016 Emerging Leaders Award
* Omicron Delta Kappa Leadership Honors Society

**Shadowing Experience**

* Colonial Family Practice, Hartsville, SC (2015)
	+ Shadowed Dr. Ropp’s Private Clinic
		- Learned Phlebotomy, Rapid Step/Flu Testing, Billing, Registration, and Physician Consult/Charting Procedures