Robert Wilson

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♣ Profile

Dynamic healthcare professional with over 15 years of experience in various healthcare roles, including front/back office, medical billing, RCM, practice management, and senior executive healthcare operations. Encountered a disability over 10 years ago, prompting a temporary hiatus to focus on recovery and family support. During the past six years, dedicated time to rehabilitation and gradual reintegration into the workforce. Now, with health stabilized and a strong support system in place, eager to re-enter the healthcare field. Currently pursuing a B.S. in Healthcare Administration & Management with aspirations to earn a Master's degree. Ready to bring a wealth of experience and passion for healthcare to a new opportunity.

Education/Honors/Leadership

04/2024 – present Aurora. CO

Healthcare Administration and Management | Bachelor of Science Colorado State University - Global

- Nominated for Golden Key International Honor Society
- Actively participated as a member of National Society of Leadership and Success (NSLS)
- Maintained a 4.0 GPA and was inducted into Sigma Beta Delta Honor Society
- Awarded the Colorado State University-Global Degree Completion Scholarship for the 2023/2024 school year
- Recipient of the Colorado State University-Global Academic Excellence Scholarship for the 2024/2025 school year.

05/2024 Redding, CA

Natural Sciences | Associates of Science Shasta Community College

05/2024 Redding, CA

Social Sciences | Associates of Science Shasta Community College

03/2005 - 06/2022 Redding, CA

University Studies - Allied Health | Associate of Arts Shasta Community College

- Graduated Phi Theta Kappa Honors 3.6 GPA
- Shasta College Student Leadership Scholarship recipient
- President of Student Senate in 2005-2007 re-elected, served two consecutive terms
- Student Trustee for Shasta, Tehama, and Trinity Community College District in 2005-2007 – re-elected, served two consecutive terms
- Vice-President Phi Theta Kappa Honor Society 2006-2007

San Mateo, CA

Medical Technology Seminars

- Basic EKG Interpretation
- Intermediate EKG Interpretation
- Advanced EKG Interpretation

Los Altos, CA

Foothill College

- Introduction to Medical Billing and Coding
- Intermediate Medical Billing and Coding
- Advanced Medical Billing and Coding

Burlingame, CA

Mills-Peninsula Hospital

· Cardiovascular technician certification training

07/2024 - present Chico, CA

Holistic Health Practitioner Self-Employed - BioHarmonic Wellness

- Provides personalized wellness consultations, which guides clients in adopting healthier lifestyles and achieving their health goals effectively. This one-on-one approach fosters trust and has led to a 30% increase in client retention.
- Developed tailored holistic health programs that combined nutrition, mindfulness, and physical activity, helping clients improve their overall well-being and report a 25%+ increase in energy levels. This comprehensive method addresses individual needs and empowers clients to take charge of their health.
- · Organize community workshops on stress management and nutrition, which has attracted several participants and raised awareness about holistic practices. These events not only educates attendees but also helps to expand my client base through word-of-mouth referrals.
- Collaborate with local health professionals to create a referral network, enhancing interdisciplinary support for clients and leading to improved health outcomes. This partnership has helped solidified my reputation within the community and increased collaboration opportunities.

07/2020 - present Redding, CA

Delivery Driver Self Employed

- Read maps, follow oral, and written instructions and use GPS technology to make
- Complete on-time deliveries by choosing best and most efficient routes.
- Complete rush deliveries on tight timetables to satisfy customer needs.
- Deliver packages to customer doorsteps and business offices.
- Keep detailed mileage and fuel reports to track overall fuel costs.
- Operate vehicle safely in highly congested areas with no traffic violations.

04/2011 - 07/2020 Redding, CA

Stay at Home Parent The Wilson Family

- Developed and implemented a healthy nutritional meal plan and food budget for a family of three, resulting in a monthly savings of \$500
- Coordinated and managed multiple school, social, and extracurricular activity schedules, as well as various medical and dental appointments
- Provided emotional support and guidance to two young adults, assisting in their transition into adulthood and fostering self-sufficiency and positive community involvement
- Managed all transportation duties for school, social activities, extracurricular activities, medical and dental appointments, ensuring punctual arrival to all scheduled events

07/2009 - 03/2011 Redding, CA

Owner/Operator Aunt Sheli's Deli

- Executed all opening and closing responsibilities with precision
- Conceptualized and prepared a diverse range of menu items
- Oversaw and guided all team members with effective leadership
- Managed financial records, including receivables, payables, and payroll operations
- Controlled inventory levels by handling food and supply ordering and invoicing
- Developed and sustained an efficient POS system for streamlined operations

04/2008 - 08/2009 Redding, CA

Barista Starbucks

- Mastered recipes for specialty coffee beverages and seasonal offerings
- Managed and operated espresso machines, blenders, commercial coffee brewers, coffee pots, and other equipment
- Engaged with customers during busy periods to create a positive and enjoyable atmosphere
- Provided tailored product recommendations based on in-depth knowledge of customer preferences
- · Organized and facilitated bi-weekly customer coffee tastings and educational events

06/2006 - 05/2008 Redding, CA

Fine Dining Server Moonstone Bistro

- Excelled as a Fine Dining Server at a prestigious High End Bistro, consistently achieving top rankings in food and wine sales
- Played a key role in expanding the bistro's wine selection, enhancing the dining experience for patrons
- Skillfully managed all side duties while providing exceptional service to guests
- Demonstrated proficiency in operating the POS system to efficiently process orders and payments

07/2001 - 03/2004 Redding, CA

Practice Administrator Redding Critical Care Medical Group, Inc.

- Oversaw full operations of a four-office practice for six physicians
- Cultivated strong working relationships with front office, back office, and clinical staff
- Implemented policies, procedures, and Revenue Cycle Management strategies to enhance practice management, reducing accounts receivable days from 120+ to 31-60 days
- Provided exceptional support to staff, optimizing process flow and increasing efficiency
- Managed all account receivables and payables
- · Administered retirement and profit sharing program
- · Conducted physician recruitment and credentialing processes
- Evaluated and ensured compliance with OSHA and HIPAA regulations in all procedures and processes

07/2000 - 03/2001 Daly City, CA

Chief Operating Officer Western Surgical Medical Group, Inc.

- Orchestrated operational oversight and budgetary supervision for a specialty group practice of 48 surgeons across 23 office locations and 7 hospital affiliations
- Restructured organizational framework to streamline and consolidate Revenue Cycle Management (RCM) processes
- Negotiated and managed contracts with capitation, managed care, vendors/suppliers, and malpractice insurers
- Spearheaded extensive business development initiatives to drive practice growth
- Oversaw and coordinated consolidation and integration projects to enhance operational efficiency
- Managed accounts payable and receivable processes to ensure accurate financial record-keeping
- Reconciled financial statements and banking deposits for optimal financial management
- Analyzed and evaluated proper CPT and ICD-9 coding of procedures to maximize revenue
- Managed quarterly and annual budgets totaling over \$5 million
- Coordinated and attended all Board and Shareholder Meetings, recording meeting minutes for accurate documentation.

07/1999 - 01/2000 San Mateo, CA

Banquet and Fine Dining Server Peninsula Golf & Country Club

- Provided exceptional fine dining service in an exclusive country club dining room
- Led the Wine Room as head waiter, overseeing service and ensuring a high level of customer satisfaction
- Expertly set up and served members and guests in private dining rooms, ensuring a personalized dining experience
- Successfully executed banquet functions for up to 350 people, ensuring smooth service and guest satisfaction
- Proficiently operated a computerized POS system, accurately processing orders and payments

02/1995 - 03/2000 Burlingame, CA

Office Manager Jeffery J. Guttas, M.D.

- Developed and executed a computerized medical billing system to streamline operations
- Established efficient workflow processes and monitored daily productivity levels
- Implemented modifications to enhance overall revenue cycle management
- Managed computer and physical filing systems to ensure organization and accessibility of records
- Played a pivotal role in expanding a two physician office into a successful group practice with six physicians and three office locations
- Led physician recruitment strategies to attract top talent to the practice
- Oversaw office inventory activities, including ordering, requisitions, stocking, and shipment receiving.

07/1990 - 11/1999 Burlingame, CA

Cardiovascular Technician Mills-Peninsula Medical Center

- Coordinated Cardiovascular and Neurology operations at outpatient facility
- Managed patient statistics, procedure reports, and physician volume
- Documented and maintained department safety, procedure, and protocol manuals
- Coordinated and maintained department JACHO specifications for inspection and
- Registered and maintained computerized patient insurance and demographic information for billing and medical records
- Performed state-of-the-art Cardiovascular Diagnostic testing procedures including EKG's, Treadmill Stress Tests, Stress Echo's, Dobutamine Stress Echo's, Thallium Stress Tests, Cardiolite Studies, Holder Monitor Hookups, Tilt Table Tests, and Pacemaker Evaluations and re-programming
- Actively participated as a member of Code Response Team for Code 3, Code Blue, Trauma, and Hilo codes
- Demonstrated extensive knowledge of medical terminology and industry-wide procedures and practices

X Skills

- SKILLS Medical Billing Software	Practice Management Software	Streamlining procedures and processes	Billing cycle expertise
Financial analysis and reporting	Seasoned in medical clinical procedures	Value-based Care Programs	Practice Optimization
- SOFTWARE MS Office	EMR/EHR	CSR	CRM
PM •	•	•	v

Certifications

Certifications

06/2024 **Certified Sound Therapist**

IPHM

Certified Sound Therapist through IPHM. Specialized in utilizing sound therapy techniques to promote relaxation and healing. Skilled in creating customized sound therapy sessions for individuals seeking overall well-being and stress relief.

10/1995 Advanced Medical Billing

Medical billing seminars workshop

Certified in Advanced Medical Billing through completion of Medical Billing seminars workshop. Proficient in coding, submitting claims, and navigating insurance processes

to ensure accurate and timely reimbursement.

03/1995 **Beginning Medical Billing**

Medical billing seminars workshop

Certified in Beginning Medical Billing through a reputable Medical Billing Seminars Workshop. Proficient in basic medical billing procedures and familiar with industry

standards.

07/1990 Cardiovascular Technologist

Mills-peninsula Hospital

Cardiovascular Technologist with expertise in providing diagnostic and therapeutic care for patients with cardiovascular conditions. Trained by Mills-peninsula Hospital, demonstrating proficiency in conducting various cardiovascular procedures and

treatments.

★ Affiliations

- Medical Group Management Association MGMA
- American College of Healthcare Executives ACHE
- California Association of Healthcare Leaders CAHL