



Donielle January

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Detroit, MI 48234

SUMMARY

Hardworking employee bringing 10 years' experience in a fast pace and dynamic hospital call center environment. Trained in scheduling multiple services and location, assisting with Trouble shooting electronic medical charts, training and profound customer service. I have a Passion for supporting quality care for individuals whom i service and support for my team members who fall under my leadership. I am also a fundraiser hostess for the Make a wish and breast cancer awareness. I have participated in several community outreaches from diabetic education, serving and feeding the homeless and volunteering with seniors at a senior living facility with event planning and decor.

EXPERIENCE

Board Member

Detroit, MI

Detroit City Council/ Apr 2023 to Current

- Developed and implemented policies to ensure compliance with industry regulations.
- Process and make decisions for the Home owner Property Exemption application
- Participate in community outreach events.
- Attended board meetings and reviewed meeting agendas.

Patient Advocate Level 2

Detroit, MI

Henry Ford Hospital/ Jun 2013 to Current

- Helped patients understand care, coverage and payment responsibilities and rights.
- Managed database of patient information and frequently used computerized systems to track details.
- Assisted patients in selecting appropriate courses of actions and obtaining needed support.
- Provided knowledgeable and compassionate service in response to patient questions and concerns.
- Instructed patients on policies and required actions for different types of appointments and procedures.
- Completed registration procedures for patients, expertly inputting information to meet provider, facility and legal requirements.
- Stayed current on community-based resources and services useful to patients.
- Collaborated with clinical and administrative staff to meet patient needs.

Team Leader

Ann Arbor, MI

Toys R Us/ Aug 2008 to Nov 2009

- Kept work areas clean, neat and free of safety hazards to maximize efficiency.
- Delegated daily tasks to team members to optimize group productivity.
- Promoted to leadership position in recognition of strong work ethic and provided exceptional customer service.
- Mentored newly hired employees on machine operations and implemented training on safety procedures to prevent injuries.

- Offered training and support to keep team members motivated and working toward objectives.
- Delegated tasks to team members, maximizing unique strengths and skill sets.
- Reviewed completed work to verify consistency, quality and conformance.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations.
- Monitored team progress and enforced deadlines.
- Documented production levels and materials used to keep management informed.
- Rotated through series of different stations based on team needs.

SKILLS

- Patient Needs Assessment and Referral
- Verbal and Written Communication
- Communicating to Patients and Families
- Organized and Efficient
- Caring and Empathetic
- Knowledge of Community Services and Programs
- Documenting and Recording Information
- Quality Standards and Protocols
- Registration and Scheduling
- Microsoft Office
- Time Management and Prioritization

EDUCATION AND TRAINING

Associate of Science: Nursing
Wayne County Community College District
Detroit, MI