






Ketorah Manuel

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SKILLS

Chart Abstraction

Ability to work effectively in an environment with frequent interruptions

Ability to act autonomous, self-directed manner while maintaining the ability to collaborate with others

Knowledge of Medical Terminology

Proficiency using Access, Microsoft Word, Excel

Self-motivated

Individual and group instruction

Clinical documentation expert

Detailed oriented

Call center experience

Insurance verification

Case Management

Critical Thinking

Excellent verbal written and communication skills

PROFESSIONAL SUMMARY

Experienced Healthcare IT Consultant with 12+ years of industry and case management experience and 20+ years of clinical experience.

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

WORK HISTORY

FRAUD INTAKE REPRESENTATIVE

05/2023 to CURRENT

US Bank | Remote

- Perform investigation of potential fraud activity on existing debit card accounts
- Verify charges and recent activity to identify any potential fraud
- Monitor Falcon fraud alerts and perform additional research as needed
- Resolution of member inquiries at Level 1 or escalate to SRU
- Provide provisional credit to card members who have filed a card dispute, as deemed necessary
- Documents activities and prepare written notes of finding
- Collaborates and coordinate with law enforcement officers and attorneys concerning investigative efforts

AGENCY NURSE

01/2012 to CURRENT

Various

- Addressed disruptions in patient care, including delays in discharge, postponed procedures and discharge equipment unavailability
- Provided skilled, timely and level-headed emergency response to critically-ill patients
- Vaccinated patients to protect individuals from measles, pneumonia, influenza and other illnesses of concern
- Equipped patients with tools and knowledge needed for speedy and sustained recovery
- Provided direct patient care, stabilized patients and determined next course of action
- Implemented interventions, including medication and IV administration, catheter insertion and airway management
- Implemented care plans for patient treatment after assessing physician medical regimens
- Educated family members and caregivers on patient care instructions
- Followed all personal and health data procedures to effectively comply with HIPAA laws and prevent information breaches
- Accurately documented all elements of nursing assessment, including treatment, medications and IVs administered, discharge instructions and follow-up care
- Quickly responded to situations impacting safety and security to unit, actualizing crisis prevention interventions to control and de-escalate situations
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.

CALL CENTER REPRESENTATIVE

06/2021 to 05/2023

Walt Disney Parks And Resorts | Orlando, FL

- Managed high call volumes while providing exceptional customer support and maintaining professional composure.
- Handled escalated calls professionally, effectively resolving complex issues and ensuring client satisfaction at all times.
- Mastered multiple software systems for seamless navigation during calls, improving efficiency and reducing hold times for customers.
- Enhanced customer satisfaction by efficiently addressing and resolving inquiries in a timely manner.
- Self starter with minimal supervisor required
- Reduced average call handling time, ensuring prompt service to customers while maintaining quality interactions.

CERNER CONSULTANT(FLOAT)

05/2019 to 05/2019

Centra Carolina Health

- Broke down and evaluated user problems using test scripts, personal expertise and probing questions
- Responded to support requests from end users and patiently walked

- individuals through basic troubleshooting tasks
- Provided elbow support as needed in ICU, ED, and Med Surg.

CERNER CONSULTANT(FIRSTNET)

04/2019 to 04/2019

Frye Regional Medical Center

- Provided elbow support to ED staff
- Closely collaborated with project members to identify and quickly address problems
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.

CERNER CONSULTANT(FIRSTNET)

02/2019 to 03/2019

Seacoast Medical Center

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Provided elbow support to providers and nurses in ED.

CERNER CONSULTANT(FLOAT)

10/2018 to 11/2018

St Francis

- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions
- Documented all transactions and support interactions in system for future reference and addition to knowledge base
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Provided elbow support in ambulatory clinics, Med Surg, and L&D.

CERNER MENTAL HEALTH CONSULTANT

08/2018 to 09/2018

Centra Health Virginia Baptist

- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Provided solutions to operations issues for users of Cerner in Pediatric Mental Health unit; working closely via phone, email, and live chat with end users.

CERNER CONSULTANT(POWER CHART MATERNITY)

01/2018 to 02/2018

Jordan Valley Medical Center

- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Provided elbow support in L&D, Post Partum and NICU.

CERNER INFUSION MANAGEMENT EDUCATOR

04/2017 to 06/2017

St John's Macomb-Oakland

- Provided expertise for clinical training using Alaris Pumps.

CERNER TRAINER

02/2017 to 04/2017

Memorial Health System

- Tracked attendance for each participant
- Scheduled and taught in class to increase learning opportunities
- Gathered and organized supplementary material to support structured lessons
- Instructor Led Classroom training for FirstNet, Powerchart and PathNet.

REVENUE CYCLE ANALYST

05/2016 to 01/2017

Los Angeles County Department Of Health Services

- Coordinate and monitor all change request made to the Charge Master
- Work directly with LAC DHS staff to educate, audit, revise codes and processes, as needed to insure compliance and proper charge capture
- Ensure all knowledge capital created is uploaded to SharePoint and tracked on the Divurgent status report
- Perform Charge Master updates using a Microsoft Access and Excel programs
- Served as the Liaison between LAC Financial Department and LAC Hospital Department leadership
- Meet and work with all personnel involved in setting up, service areas relative to development and/or changes to Charge Master
- Work with clinical departments in maintaining and review special portions of the Charge Master
- Escalate issues, risks and recommendations to project leadership on implementation processes, tools, and methodology based on overall continuous quality improvement process
- Demonstrated ability to effectively produce a high quality of work and to initiate the completion of extensive multiple tasks not specifically directed in a fast-paced, everchanging and evolving work environment
- Provided excellent written, verbal, and interpersonal communication skills with an acute ability to listen attentively and to communicate effectively throughout all levels of the organization
- Proven ability to work collaboratively with colleagues, clients, and team members to create a results-driven, team oriented environment.

MEDICAL SUPPLY EDUCATOR

01/2016 to 06/2016

Quintiles Health Management Solutions

- Educate end users on new medical wound care devices used in hospital facilities, primarily in critical care units
- Assess customer needs and assist with resolving issues stemming from lack of medical device knowledge or understanding of the product
- Assist in the delivery of medical device-related in-service education to support key customers
- Received training and certification from Quintiles to represent brand, explain technical functions of devices and guide product selection by customers.

PROJECT COORDINATOR

08/2015 to 11/2015

DIVURGENT

- Manage project resources, schedules, report time and attendance
- Review and edit daily log reports from resources throughout the project
- Assisted the project manager with the daily status report and time approval for Go-Live staff
- Attend client meetings and ensure client's needs are met in timely and cost effective manner
- Use project scheduling and control tools to monitor project plans, work hours, budgets, and expenditures as well as assist PM with daily needs
- Tracked all hours and expenses to keep project on task and within budgetary parameters
- Maintained project schedules by managing timelines and making proactive adjustments.

EPIC GO-LIVE CONSULTANT-TEAM LEAD

06/2015 to 08/2015

Lahey Health System

- Led go-live support team as level-three supervisor providing assistance to average of 25 consultants
- Roam and assist night shift consultants as needed
- Answer calls in command center and create escalating tickets when needed
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Engaged end users and answered questions via email, phone, website live chat and in forums
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

AMBULATORY EPIC CONSULTANT

03/2015 to 06/2015

Lahey Hospital & Medical Center

- Worked in GYN and Plastic Surgery Clinic
- Worked with providers to resolve some technical problems, improve operations and provide exceptional customer service

- Engaged end users and answered questions via email, phone, website live chat and in forums
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.

CERNER HELP DESK ANALYST(REMOTE)

08/2014 to 02/2015

ESD

- Identify and answer process, work-flow and technical questions
- Assist with investigating and resolving routine problems via phone by using applicable monitoring and troubleshooting tools
- Document investigation and issue resolution process
- Managed high levels of call flow and responded to Cerner technical support needs of customers
- Logged support tickets and closed when issues were resolved
- Conducted in-depth product and issue resolution research to address customer concerns
- Provided solutions to operations issues for users of Cerner in various modules, working closely via phone, email, live chat and web teleconference with end users
- Maximized use of hardware and software by training users and interpreting instructions
- Maintained high tech support standards for quality and productivity metrics
- Compiled and accurately entered data for each customer encounter to record in system
- Assisted customers with troubleshooting issues encountered while using hardware or software, providing actionable tips to resolve problems
- Performed tests of functionality, security and performance of different workstations and devices
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process
- Managed customers' expectations of support and technology functionality in order to provide positive user experience
- Activated accounts for clients interested in new services
- Gathered pertinent data, identified and evaluated options and recommended an effective course of action.

CHART ABSTRACTION

07/2014 to 09/2014

BayCare Health System Inc.

- Abstract health information from patients' paper or electronic medical charts
- Enter abstracted data into a standard data collection tool
- Provide accurate, prompt post-assessment findings to the project lead
- Carry out routine correspondence chart abstraction
- Managed system conversion and maintained minimal downtime during

updates

- Accurately convert patient records in timely manner, typically within 24-hour period
- Utilized Cerner to manage and confirm patient data, such as insurance, demographic and medical history information
- Reviewed charts and flag incomplete or inaccurate information.

MEDICAL CHART ABSTRACTION

05/2014 to 06/2014

Kansas Medical Center

- Extract and enter defined data elements found in the patient physical chart into Cerner
- Coordinates missing chart report for abstracting purposes for follow up to obtain records that were initially unavailable
- Interacts and contacts other clinical resources, both internal and external as needed, to clarify medical record documentation as necessary
- Preps, Scans and perform quality control and indexing of predefined documents from the patient record into the electronic clinical system.

HELP DESK ANALYST- CERNER POWERCHART MATERNITY

04/2014 to

05/2014

ATHENS MEDICAL CENTER

- Provide daily command center Cerner PCM phone support to providers and clinicians
- Create tickets for issues that were unable to be resolved
- Compiled and accurately entered data for each customer encounter to record in system
- Engaged end users and answered questions via email, phone, website live chat and in forums
- Documented all transactions and support interactions in system for future reference and addition to knowledge base
- Provided on-call support for critical issues related to Cerner and Powerchart Maternity.

EDUCATION

Associate of Science

EXPECTED IN 12/2025

Valencia College, Orlando, FL

Insurance Claims Adjuster

01/2017

Polk State College, Winter Haven, FL

Technical : LPN

01/2003

Traviss Technical College, Lakeland, FL

High School Diploma

01/1997

Haines City Senior High School, Haines City, FL