

Kamellia Hyacinth

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PROFESSIONAL SUMMARY

Detail-oriented Administrative Professional with expertise in healthcare operations, scheduling, and compliance. Skilled in coordinating meetings, managing communications, and maintaining accurate records while ensuring confidentiality and efficiency. Experienced in event planning, report generation, and supporting cross-functional teams. Former U.S. Army Specialist, bringing precision, adaptability, and problem-solving to healthcare administration.

EDUCATION

University of Wisconsin, Madison - Madison, WI | Master of Science
Public Health, Expected in 05/2027

University of Wisconsin, La Crosse - La Crosse, WI | Master of Science
Healthcare Administration, Expected in 05/2025
GPA 4.0

St. George's University - St. George's, Grenada | Bachelor of Science
Information Technology, 12/2015
GPA 3.30

PROFESSIONAL DEVELOPMENT

HIPAA (2024), Healthcare IT (2022), Healthcare Law (2023)

MEMBERSHIP

American College of Healthcare Executives
Wisconsin Public Health Association

TECHNICAL COMPETENCIES

- **Software & Tools:** Microsoft Office (Word, Excel, Outlook, PowerPoint), SharePoint, Epic, Public Health Systems, Zoom, Teams, Axxess
- **Processes & Administration:** HIPAA Compliance, Medical Records, Report Generation, Data Entry, Scheduling, Document Management

WORK HISTORY

HEALTHCARE OPERATIONS & POLICY INTERN | 08/2024 to Current
Circle Of Hope, Inc II (Hybrid) - Eau Claire, WI

- Enhanced compliance by revising and standardizing the employee handbook, contributing to a 15% improvement in staff retention.
- Optimized hiring processes, reducing recruitment costs by 20% through platform analysis and budget reallocation.
- Increased operational efficiency by streamlining onboarding and policy audits, cutting administrative processing time by 30% and ensuring 100% regulatory compliance.

ADMISSIONS COORDINATOR (PART TIME) | 01/2024 to 05/2024

Interim Healthcare - Madison, WI

- Ensured compliance with quality and operational standards, refining scheduling workflows for home care services.
- Developed cost-effective hiring strategies, optimizing recruitment costs by 25% through platform analysis and budget reallocation.
- Streamlined onboarding and policy audits, cutting administrative processing time by 40% and ensuring 100% compliance with updated policies.

HEALTHCARE & ADMINISTRATIVE SPECIALIST | 10/2022 to 07/2023

The QTI Group / Drake & Company Staffing Solutions - Madison, WI

- Managed patient scheduling & compliance processes for 200+ daily appointments at UW Health, reducing scheduling conflicts by 20%.
- Provided general administrative support for Sand County Foundation, WAICU & Madison Metropolitan School District, including donor tracking, database management and record-keeping.
- Optimized workflows in healthcare, nonprofit, and education sectors, improving efficiency across multiple organizations.

HOME & COMMUNITY-BASED CARE PROVIDER | 04/2017 to 05/2021

Private Client - Madison, WI

- Coordinated 20+ medical and therapy appointments monthly for individuals with disabilities and chronic conditions, ensuring continuity of care.
- Maintained detailed medical records and care logs, ensuring accurate provider follow-ups and effective case coordination.
- Advocated for clients' needs, facilitating healthcare access and service referrals.

SKILLS

- Administrative Support & Office Management
- Data Entry & Report Generation
- Policy Compliance & Records Management
- Scheduling & Calendar Management
- Document Proofreading & Editing
- Communication & Customer Service

SERVICE & LEADERSHIP

- **Graduate Student Council, University of Wisconsin-La Crosse | 2024 – Present**
Advocate for graduate student interests, contribute to policy discussions, and collaborate with university leadership to enhance student experience and academic policies.
- **Election Official, State of Wisconsin | 2024 – Present**
Support electoral integrity by managing voter registration, assisting the public, and ensuring adherence to election policies.
- **Petroleum Supply Specialist, U.S. Army | 2021 – 2024 | Honorable Discharge**
Led fuel logistics operations, ensuring efficiency, mission readiness, and adherence to military safety protocols.