

# Cierra Pleasant

Richmond, Virginia

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## EDUCATION

Old Dominion University, Norfolk, VA

**Bachelor of Health Science**

May 2025

**Major:** Health Service Administration

**Minor:** Management and Human Services

**GPA:** 3.65

Dean's List: Fall 2021- Fall 2024

**Relevant Courses:** Health Ethics and the Law, Labor Management Relations, Organization Behavior, and Policy and Politics of Health

## RELATED EXPERIENCE

James River Home Health and Hospice, Richmond, Virginia

**Health Services Administration Intern**

January 2025- Present

- Provide general office support, including filing, data entry, and managing communications, ensuring accuracy and timely processing
- Observe clinical care processes, engaging with caregivers and patients to understand service delivery and provide exceptional customer service
- Support the intake team in conducting quality calls with patients and families, resolving issues and ensuring accurate information is gathered for patient records

Virginia Urology, Richmond, Virginia

**Clinical Documentation Specialist**

July 2024 – December 2024

- Assists the physician and nurse during clinic visits by entering an accurate, complete record of the patient encounter in real-time into the EMR.
- Coordinates electronic prescriptions, submits referrals to other medical specialists, and enters laboratory tests and imaging orders to facilitate the provider's treatment plan for the patient.
- Enhances clinic efficiency by checking out patients and making follow-up appointments at the conclusion of the clinic visit.

VCU Health, Richmond, Virginia

**Patient Access Representative**

June 2023 - February 2024

- Receives and prioritizes calls, faxes, and patient requests, routing information promptly to relevant recipients.
- Establishes and maintains an environmental control plan, coordinates materials management for the department, assists in monitoring clinic activities, and provides supervision of clerical activities

## SKILLS

Computer Proficiency, communication skills, customer service, problem-solving skills, organization skills, and time management skills