

ESSENCE ROBINSON

CONTACT

Downingtown, PA 19335
804.616.8960
Ms.evans097@gmail.com

EDUCATION

B.S. HEALTHCARE
ADMINISTRATION • MAY 2026

Old Dominion University
Hampton, VA

A.S. GENERAL SCIENCE • 2023
Northern Virginia Community College
Alexandria, VA

KEY SKILLS

End-User Training • Workflow
Analysis • Healthcare Software &
EHRs • Documentation & HIPAA
Compliance • Virtual & One-on-One
Support • Cross-Functional
Collaboration

INTERESTS

Literature
Creative Arts
Travel

PROFILE

Healthcare operations professional with experience supporting clinical and administrative workflows in large health systems. Skilled in end-user training, workflow optimization, and clear communication. Currently pursuing a Bachelor's degree in Healthcare Administration.

EXPERIENCE

PATIENT CARE COORDINATOR | CAREPATHRX (REMOTE) |
2023–PRESENT
Pittsburg, Pennsylvania

- Coordinate infusion medications, supplies, and services across pharmacy and reimbursement teams to ensure seamless patient care.
- Maintain accurate electronic records and support best practices for system use and data integrity.
- Identify workflow inefficiencies and communicate improvement opportunities to enhance operational processes.

PATIENT CARE REPRESENTATIVE | BON SECOURS MERCY
HEALTH (REMOTE) | 2021–2023
Cincinnati, Ohio

- Managed patient scheduling, insurance verification, and electronic health record documentation.
- Trained and onboarded new staff on workflows, systems, and documentation standards.
- Provided real-time guidance and troubleshooting to staff and patients while ensuring HIPAA compliance.

ELIGIBILITY SPECIALIST | VIRGINIA DMAS | 2019–2021
Richmond, Virginia

- Guided clients through eligibility systems, explaining workflows and requirements clearly.
- Verified client data across multiple systems to ensure accuracy and compliance.
- Enhanced workflow efficiency by contributing processes and tools that reduced errors and improved data accuracy.