

Ebonee Byrd

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Highly enthusiastic, hardworking professional with excellent work ethic and exceptional attention to detail. Able to multi-task and solve problems efficiently. Able to communicate effectively with employees at all levels of the organization

EDUCATION

Old Dominion University, Norfolk, VA

Bachelor of Science in Health Sciences

May 2024

Major or Concentration: Health Services Administration

Minor: Management

GPA: 3.55

Dean's List: Fall 2022 – Present

Virginia Peninsula Community College

A.A Social Science

May 2023

GPA: 3.1

Relevant Courses:

- Managerial Epidemiology
- Human Resources Management
- Public Health
- The U.S. Healthcare Delivery System
- Employee Relations Problems & Practices
- Principles of Environmental Health Science
- Healthcare Accounting & Finance
- Policy & Politics of Health
- Healthcare Ethics & Law
- Health Education & Promotion

RELATED EXPERIENCE

Riverside Health Systems

Diversity Equity & Inclusion Intern

September 2023-Present

- Completed leadership development coursework on becoming a diverse leader.
- Partnered with diversity, equity and inclusion business leaders on various projects
- Preform various research and analysis set out by leaders.
- Shadowed business leaders in specific departments such as Human Resources, Hospital Administrators, and Information Technology.
- Completed and presented presentation on health equity to business leaders.
- Worked with People Operations on making Riverside Health Systems onboarding process more efficient.
- Engaged and met with mentors to discuss future.
- Completed a five week workshop with Virginia Center for Inclusive Communities

Riverside Health Systems

Office Assistant

October 2022 –Present

- Maintain a positive friendly disposition in order to welcome each patient help make their appointment a comfortable and positive experience.
- Greeted, check-in/out patients, collected personal, medical, and insurance information; created new patient records as well as updated patient records.
- Complete chart-prep upon patient arrival, confirm insurance information, update any personal information that has changed and collect copays.
- Answer the main office phone line and direct telephone calls to the appropriate section for assistance and input phone notes as required NO FIRST PERSON (I, Me, or My) and avoid repeating same action verbs and fragments
- Scheduling patient new & follow-up appointments, tests, and procedures using a computerized scheduling system EPIC.
- Assist office manager in onboarding and training new hires.

ADDITIONAL EXPERIENCE

Hampton University; Hampton, Virginia; **Assistant Property Manager**

November 2017 – Sept 2022

- Promoted from leasing agent to assistant manager within less than a year
- Managed 246 units and 13 commercial spaces
- Input purchase orders for vendors and successfully input invoices for vendors to be paid
- Update on a daily basis all rents, deposits and application fees received from residents
- Upsell apartments by utilizing skills in customer service
- Completed administrative tasks such as managing residents files, making bank deposits, making copies & sending faxes

LEADERSHIP

- Member of the National Society of Leadership and Success (NSLS)
- Member of the Boys & Girls Club participated in Christmas toy drives and served hot meals on Thanksgiving.
- Participate in Adopt-a-Highway organization events which entailed picking up litter from majority of highways.
- Volunteered at several senior centers under the Wayside Outreach Development Incorporation where I had to run errands, pick up groceries and make doctor appointments for senior citizens.

SKILLS

- Onboarding and training new employees
 - Proficient in Microsoft Office (MS Word, Excel, PowerPoint, etc.)
 - Achieved high employer and customer satisfaction feedback and reviews
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