

KEILANDRA GREER

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PROFESSIONAL SUMMARY

Skilled professional Healthcare Administrator and U.S. Air Force Veteran with a Secret Security Clearance and more than 10 years of experience in program management, operations, training and development, and long-term strategic planning. Proven leader in the medical industry overseeing various departments while utilizing extensive knowledge in business planning and optimization, executing process improvements, and implementing organizational policies and directives. A high-energy self-starter, guided by core values, adroit in the expedition of high-risk within constrained timelines and with limited resources. Enthusiastic about organizational culture, high reliability, zero harm, patient-centered healthcare delivery, continuous process improvement, and active leadership engagement. Ensures an outstanding customer service philosophy to create a healthy community while providing accessible, quality healthcare for all beneficiaries. Initiative driven, and detailed-oriented with an ability to think ahead, adapt to emerging changes and requirements, collaboration, and engagement with internal and external team members and key stakeholders.

- Program Management
- Quality Assurance
- Process Improvement
- Training | Development
- Operational Planning
- Healthcare Administration
- Medical Information Systems
- Budget | Financial Analysis
- Medical Technology

PROFESSIONAL EXPERIENCE

United States Air Force | Various Locations

2012 – Present

Senior Manager – Executive Support Staff | Program Manager (2020 – Present)

Managed, trained, and mentored 4 employees directly supporting the Executive Staff for an organization of 1,400 medical support personnel providing medical care for over 25,000 beneficiaries.

- Oversaw the organization's \$63M budget and the Defense Travel System and Government Travel Card program resulting in a 1.4% delinquency rate and earning \$350K in rebates for the organization
- Managed and administered the Military Personnel Data System (MilPDS) and Leave Web systems; oversaw 1,200 MilPDS record updates and initiated 42 Case Management System transactions averting over \$13K in payroll errors
- Directed the Government Travel Card audit program reconciling 157 accounts and decreasing the delinquency rate by 32% with a cost savings of \$105K
- Provided sound advice and made recommendations on appropriate strategies, priorities, resource requirements, and personnel allocations necessary to accomplish objectives

Deployment Manager (2020)

Managed readiness operations; coordinated in/out-processing, disaster team assignments, and training programs; ensured combat preparation for 200 personnel.

- Executed deployment functions; managed 22 Unit Type Codes, 3 cargo packages, and enabled phased operations for the Area of Responsibility
- Verified 141 personnel security clearances, issued and monitored 137 restricted area badges, and secured \$63M in assets while serving as the Organization's Security Manager
- Ensured that all new personnel received the proper security training and had a thorough understanding of standard policies and procedures

Manager – Medical Services Accounts (2018 – 2020)

Directed and executed the Unified Business Office programs performing cost recovery of \$4.2M in support and accordance with the Defense Health Agency policies and procedures.

- Led the reimbursement program and corrected \$20K in errors, while establishing an ambulance billing program, recouping \$75K for the Military Treatment Facility
- Directed and oversaw the completion of required Medical Services Accounts audits and billed/collected payments from inpatient services
- Managed 1.4K workforce authorizations; assigned new positions and verified the accuracy of allocations while supporting a \$129M program

Program Manager – Personnel Reliability and Assurance (2017 – 2018)

Managed and provided Personal Reliability and Assurance Program (PRAP) support for almost 1,000 enrollees spanning 50 organizations.

- Performed administrative PRAP chart audits, validating for completeness and accuracy providing 12 Executive Officers with Competent Medical Authority (CMA) recommendations
- Assisted in managing daily operations of the clinic including preparing and maintaining schedules for providers and booking appointments
- Served as Records, Equipment, and Supply Custodian for the clinic and complied with HIPAA, Privacy Act, and Freedom of Information Act instructions and directives
- Aided in the completion of 4.9K medical encounters, 57 initial certifications, 8 administrative qualifications, and 1 Presidential Support Program Evaluation

Flight and Operational Medical Technician (2015 – 2017)

Provided administrative support to 13 providers in Air Combat Command's largest wing and 51 tenant units delivering \$541K in civilian equivalent care.

- Developed and implemented medical record policies/procedures and was responsible for the security and maintenance of 2.7K outpatient charts
- Organized 7 squadron organizations' initial base clearances; scheduled 38 briefings; processed charts for 345 aviators ensuring they were qualified and mission-ready
- Directed 13 Medical Doctor's schedules; designed, built, managed 148 templates; facilitated 2.8K medical encounters while guaranteeing 97% access to care

Health Services Technician (2014 – 2015)

Managed Active-Duty admissions and dispositions program; tracked the status of members and submitted daily operational reports of admissions to the Medical Group Leadership.

- Collaborated with and assisted the Referral Management team with the uploading of 7K backlogged network documents improving the document availability time from 10 months to 3 days
- Managed the convalescent leave program; tracked 287 notifications and assisted external and internal agencies with organizational accountability
- Conducted patient registration and eligibility checks; registered and processed 583 patients and updated 252 records with a 95% accuracy rate

Medical Records Technician (2013 – 2014)

Provided support to 24 teams in 14 primary care & specialty clinics. Assisted with Release of Information requests while screening 1.6K records for the Medical Treatment Facility in the processing team.

- Managed 5K medical records requests, performed quality checks pulls, and routes in support of over 27K enrolled beneficiaries
- Maintained accountability for filing, maintenance, researching & scanning of 7K records in the Primary Care Records Room
- Assisted with the Medical Group Service Treatment Records retirement process; archived 480 records to the Air Force Personnel Center and improved the Air Combat Command's availability to 98%

EDUCATION | CERTIFICATIONS

Master of Science in Healthcare Administration | Southern New Hampshire University, Manchester, NH | 2020

Bachelor of Science in Healthcare Administration | Bellevue University, Bellevue, NE | 2016

Associate of Applied Science – Healthcare Management | Community College of the Air Force, Maxwell, AL | 2015

Certified Medical Administrative Assistant | Certificate # A2J2B7R5 | National Healthcare Association

DoD Financial Management Certification Level 1 | Certificate # 10068575 | Department of Defense

Security+ Certification | CompTIA

SYSTEM | TECHNICAL SKILLS

Electronic Medical Records: Composite Health Care System | Armed Forces Health Longitudinal Technology

Health Artifact and Management Solutions | Aeromedical Services Information Management System

Defense Medical Resources System | Microsoft Office: Outlook, Word, Excel, PowerPoint