

JOHN Q. JONES

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PROFESSIONAL SUMMARY

Motivated and detail-oriented healthcare professional with over 7 years of experience in member relations, customer service, and administrative support within healthcare and corporate environments. Skilled in improving member satisfaction, optimizing workflows, and fostering strong relationships with patients, providers, and cross-functional teams. Currently enrolled in a Bachelor of Science in Healthcare Management program and focused on transitioning into a leadership role that leverages operational expertise, team coordination, and commitment to service excellence to enhance organizational performance and member engagement.

PROFESSIONAL EXPERIENCE

Member Retention Specialist | Kaiser Permanente, Oakland, CA **2023 - Present**

- Serve as primary liaison for members seeking assistance with benefits, billing, and service concerns, ensuring timely resolution and maintaining high member satisfaction ratings.
- Lead proactive outreach initiatives to strengthen member retention, contributing to a 12% increase in renewals and improved engagement across regional markets.
- Partner with cross-functional teams including Sales, Care Delivery, and Member Services to identify root causes of member issues and implement corrective actions.
- Analyze member data to identify at-risk populations and develop retention strategies, resulting in a 10% reduction in disenrollment rates.

Administrative Coordinator | Sutter Health, Berkeley, CA **2021 – 2023**

- Provided administrative and operational support to the Patient Access Department, ensuring efficient communication between staff, providers, and patients.
- Coordinated department schedules, managed meeting logistics, and maintained sensitive documentation in compliance with HIPAA regulations.
- Improved scheduling accuracy and reduced administrative delays by 20% through process improvement initiatives.
- Supported the onboarding and training of new staff, enhancing team performance and service consistency across departments.

Office Administrator | Alta Bates Summit Medical Center, Oakland, CA **2018 – 2021**

- Managed daily front-office operations for a high-volume medical practice, including patient scheduling, insurance verification, and billing inquiries.
- Developed new systems to track referrals and follow-ups, improving care coordination and reducing missed appointments by 18%.
- Collaborated with clinical staff to enhance patient flow and reduce wait times, contributing to improved patient satisfaction scores.
- Recognized for professionalism and commitment to patient-centered service by department leadership.

ADDITIONAL INFORMATION

Technology: Epic, Kaiser Permanente HealthConnect, Cerner, Microsoft Office Suite (Word, Excel, Outlook, Teams), Salesforce CRM, Kronos

Awards & Recognition: Kaiser Permanente “Excellence in Service” Award (2024), Sutter Health “Above & Beyond” Employee Recognition (2022)

Volunteer Experience: Alameda County Food Bank: Volunteer Coordinator, supported community food distribution efforts and coordinated volunteer schedules (2022 - Present), Habitat for Humanity East Bay/Silicon Valley: Administrative Volunteer, assisted with donor communications and scheduling logistics for community build days (2018 - 2021)

EDUCATION

Bachelor of Science in Healthcare Administration | University of Phoenix

In Progress