

# Elijah Nunez

## Navigator Supervisor, Call Center

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### STRENGTHS

- ♥️ **Calm Escalation Support**  
Difficult callers received clear next steps and patient listening, turning tense conversations into workable resolutions.
- 👥 **Practical Staff Coaching**  
New navigators gained steady support through shadowing, skills validation, and feedback that felt useful on busy days.
- ♥️ **Service Reporting**  
Queue trends and quality findings became easier for managers to act on through concise Microsoft Office reports.
- 🔗 **Cross Team Coordination**  
Payer, clinical, and scheduling partners received clear follow up, helping patient issues move forward without confusion.
- ✔️ **Patient Access Judgment**  
Specialty scheduling, MyChart, claims, and enrollment requests were handled with care and dependable procedural follow through.

### SKILLS

Healthcare Call Centers

Customer Service

Navigator Supervision   Coaching

Deescalation   KPI Monitoring

Workforce Management

Quality Assurance   Training

Call Monitoring   Patient Scheduling

MyChart Support   Claims Support

Health Plan Enrollment

Managed Care

### SUMMARY

Healthcare contact center supervisor with eight years of customer service and patient access experience across phone, email, and chat operations. Leads navigator teams through queue management, coaching, quality review, Workforce Management, training, call monitoring, and KPI follow up. Supports appointment scheduling for radiology, laboratory, ambulatory, pediatric, and **adult specialty** services, along with MyChart access, claims questions, **health plan enrollment**, **patient outreach**, and **outbound campaigns**. Uses medical terminology, managed care knowledge, Avaya PBX, Windows, Microsoft Office, Outlook, and accurate typing to keep patient service dependable. Calm escalation handling, practical reporting, and cross department coordination have supported smoother workflows and stronger staff confidence. Brings thoughtful supervision and patient centered judgment to fast paced operations that require flexibility, clear communication, and reliable follow through.

### EXPERIENCE

#### Navigation Center Supervisor

Pacific Patient Access Partners 📅 January 2023 - Present 📍 Long Beach, California

Leads daily healthcare navigation across phone, email, and chat, supporting staffing, escalations, extended hours, patient access, staff development, quality, reporting, and manager communication.

- Balanced phone, email, and chat queues during demand spikes, preserving dependable patient access.
- Reviewed **QA**, attendance, productivity, and customer experience **KPIs**, then delivered focused coaching.
- Deescalated appointment, claims, portal access, and enrollment concerns with clinical offices and payers.
- Led onboarding, shadowing, and skills validation covering **medical terminology**, **standard work**, and communication.
- Built **Microsoft Office** reports that clarified queue trends, quality findings, and workflow risks.
- Used Avaya and **Workforce Management** tools during floor support and weekend coverage.

#### Senior Patient Services Representative

Westshore Medical Group 📅 July 2020 - December 2022 📍 Torrance, California

Supported patient service operations across specialty scheduling, portal access, claims, enrollment, outreach, and peer guidance while coordinating accurate records across service channels.

- Resolved **radiology**, **laboratory**, ambulatory, pediatric, and adult specialty scheduling requests accurately.
- Guided peers through difficult calls using medical terminology, calm questions, and escalation paths.
- Supported **MyChart** access and routed technical concerns without disrupting appointment workflows.
- Researched **claims** and enrollment questions with payer and internal teams, maintaining clear follow up.
- Supported outbound care campaigns segmented by **service** need and documented outcomes for clinical action.
- Used Outlook, Microsoft Office, **Windows**, and Avaya across patient service channels.

#### Patient Contact Center Representative

Harbor Community Clinics 📅 October 2018 - June 2020 📍 Anaheim, California

Managed high volume patient contact for a multisite outpatient network, building a strong foundation in access, scheduling, clinical routing, documentation, and service recovery.

- Managed high volume patient calls for a multisite outpatient network with consistent **service**.
- Scheduled appointments and routed clinical requests through established review workflows.

LANGUAGES

|         |              |
|---------|--------------|
| English | Native       |
| Spanish | Intermediate |

MY CAREER



- Navigation Center Supervisor at Pacific Patient Access Partners (3.8 Years)
- Senior Patient Services Representative at Westshore Medical Group (2.4 Years)
- Patient Contact Center Representative at Harbor Community Clinics (1.7 Years)

- Applied **medical terminology** and specialty routing rules after structured training and quality feedback.
- Deescalated frustrated callers with active listening, clear next steps, and dependable **follow through**.
- Documented interactions using Windows, **Outlook**, and **call center** applications for callbacks.
- Earned peer shadowing and queue support duties through reliable procedural accuracy.

PROJECTS

Patient Access Workflow Review 📅 2024

Worked with peers and managers to review queue patterns, clarify escalation paths, and support smoother patient scheduling across service channels.

Navigator Coaching Framework 📅 2023

Partnered with frontline staff to organize shadowing, skills validation, and feedback practices that gave new navigators clearer support.

LEADERSHIP & AWARDS

- Recognized by managers for dependable escalation handling and calm support during high demand patient access periods.
- Selected for peer shadowing and queue support after demonstrating reliable attendance, documentation, and procedural accuracy.
- Trusted to present service trends, quality findings, and workflow risks during manager discussions.

EDUCATION

Bachelor of Science in Health Administration

California State University, Long Beach 🎓 GPA: 3.5 📅 2018 📍 Long Beach, California

**Coursework:** *Healthcare operations, managed care, medical terminology, organizational leadership*

CERTIFICATIONS

- Healthcare Customer Service Certificate 📅 2024
- Medical Terminology Certificate 📅 2023

TECHNICAL SKILLS

- **Call Center Platforms:** Avaya PBX, NEC PBX, call center applications
- **Microsoft Applications:** Windows, Microsoft Office, Outlook
- **Patient Access Systems:** MyChart, appointment scheduling, patient portals
- **Workforce Management:** Workforce Management, queue balancing, staffing coverage
- **Quality Operations:** QA, call monitoring, quality feedback
- **Healthcare Administration:** Medical terminology, managed care, health plan enrollment
- **Patient Scheduling:** Radiology, laboratory, ambulatory scheduling
- **Specialty Services:** Pediatric services, adult specialties, outpatient access
- **Reporting Tools:** Microsoft Excel, performance reports, KPI dashboards
- **Communication Channels:** Phone, email, chat
- **Patient Engagement:** Patient outreach, outbound campaigns, service recovery

PROFESSIONAL AFFILIATIONS

- Healthcare contact center operations and patient access practice community participant.
- Patient services and managed care professional network participant.

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST