

# DANETTA POLL

Healthcare

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## PROFILE

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I have extensive experience in the healthcare industry and have a passion for helping others. I have worked as a registered nurse, medical assistant, and health insurance specialist. I am knowledgeable in both patient care and administrative duties. I am an effective communicator with both patients and staff. I am also proficient in multiple computer programs relevant to Healthcare including Electronic Health Records (EHR). In my previous positions, I have provided excellent patient care while maintaining efficiency within the workplace.

## LINKS

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[linkedin.com/in/danettapoll](https://www.linkedin.com/in/danettapoll)

## SKILLS

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Cerebral angiography

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Catheterization

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Angioplasty

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Stenting

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Thrombolysis

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Endovascular surgery

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Prevention of strokes

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## LANGUAGES

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English

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Japanese

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## EMPLOYMENT HISTORY

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### ● Healthcare Administrator at Aetna (Connecticut)

Mar 2022 - Present

- Reduced waiting times for patients in the emergency room by 10%.
- Decreased patient readmission rates by 15%.
- Implemented a new discharge planning process that has shortened patient stays by an average of 2 days.
- Designed and implemented a new program to increase vaccination rates among staff members.
- Led a quality improvement initiative that resulted in reducing infection rates by 20%.

### ● Healthcare Manager at Cigna (Bloomfield, Connecticut)

Aug 2019 - Jan 2022

- Decreased waiting times for patient appointments by 20%.
- Negotiated lower prices with vendors, resulting in \$15,000 in savings over 6 months.
- Improved patient satisfaction scores from 78% to 85%.
- Trained and mentored 2 new employees.
- Wrote grants totaling \$100,000 which were approved.
- Implemented a new waste management system that reduced medical waste by 30%.

## EDUCATION

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### Bachelor of Science in Healthcare at Lehigh University, Bethlehem, PA

Aug 2015 - May 2019

I was really proud of myself when I got an 'A' on my first healthcare exam. Also, it felt great to be able to help people in clinics and hospitals who were sick or injured.

## CERTIFICATES

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### Basic Life Support (BLS)

Sep 2020

### Advanced Cardiac Life Support (ACLS)

Mar 2019

### Pediatric Advanced Life Support (PALS)

May 2017