

# Faith Wegenka

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## TALENT:

Skilled professional in human resources, IT support, customer service, sales, logistics, and management.

## WORK EXPERIENCE:

**Mosaic Life Care - Heartland Regional Medical Center** Jan 2010 - May 2020 St. Joseph, MO

*Mosaic Life Care is a regional hospital in St. Joseph, MO where I started in an entry level, Pre-access Representative position, and was promoted several times in my decade of employment.*

### TS Solution Specialist

- Supported all functional areas with multiple Cerner solutions
- Communicated, trained and implemented system updates and upgrades
- Traced and corrected Cerner solution issues/problems
- Built new laboratory orders and Bill Only's. Created and updated charges
- Managed device interface issues for Respiratory department, managed CareSelect tool for Radiology department

### Staff Recruiter/Talent Agent/First Impressions Coordinator

- Created a positive and exciting on boarding experience for all new hires/rehires/agency
- Built relationships with leaders, multiple business units, employees, candidates, and agency partners
- Managed full strategic recruitment cycle which included requisition data updates, reviewed and pre-screen job descriptions, initiated internal and external job postings, sourced candidates, scheduled interviews, and provided input on candidate selection
- Partnered with leaders to achieve department performance goals, caregiver engagement goals, caregiver relation issues, and disciplinary actions
- Managed data updates in applicant tracking system
- Tracked and processed tuition reimbursement and payroll deductions
- Granted and maintained door access/badges for all caregivers, contractors, and visitors

### Clinic Manager

- Provided leadership to a ten-member team and four specialty providers
  - Reviewed and managed time, attendance, staff schedules, and performance
- Implemented clinic goals and maximized customer care and satisfaction
  - Reviewed productivity, track mileage, licensure, and proficiencies
  - Reconciled monthly cash and perform chart audits
  - Coached patient experience (P&D clinic earned 99% on customer satisfaction surveys for 13 consecutive months)
- Played interval role in opening of Plastic Surgery and Dermatology Clinic
  - Coordinated internal and external purchasing for outside vendors and contractors

- Created documents, forms, and processes to meet regulatory guidelines and organizational standards

#### Skin Care Specialist

- Assisted with staff education
  - Improved overall product knowledge and service protocol
  - Provided efficiency in web-based scheduling and POS system
- Developed and implemented commission reports, inventory process, and marketing materials
- Hosted and attended community, health, and customer appreciation events

#### Pre-Access Representative

- Evaluated patients for financial assistance
- Updated patient demographics and insurance information within the business system
- Validated coverage and processed workers compensation claims

#### **SFA Companies, Inc.**

Jun 2005- Jan 2010

*Shinn Fu of America is a hydraulics equipment supplier in Kansas City, MO*

#### Purchasing Coordinator

- Managed inventory of service parts
- Negotiated contract and pricing agreements for parts and carriers
- Collaborated with local and international vendors, brokers, and transportation companies
- Coordinated shipping and receiving merchandise, handled returns, freight discrepancies and damaged merchandise

#### Executive Assistant

- Managed executive's calendar, business meetings, travel, itineraries, and agendas
- Reviewed inventory reports, processed orders, calculated container quantities, and tracked container shipments
- Assisted with trade show planning and execution

#### EDUCATION:

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Lafayette High School, St. Joseph, MO  
Courses taken at Missouri Western/Baker University

Diploma 1994