

Hector Cortes

Executive Assistant with 15+ years of experience optimizing efficiency, productivity, and service across multiple environments. Reliable support specialist that blends advanced organizational, technical and business acumen.

Orlando, FL 32820
(407) 405 - 7359
hco@mac.com
hectorcortes.blog

EXPERIENCE

Patient Care Coordinator, Advanced Recovery Systems

May 2022 – Present

- Provide administrative support for medical provider, and clinicians.
- Aid in development and betterment of patient management and workflow processes.
- Provide excellent customer service and high quality detail oriented processing for all patients, internal and external customers and vendors.
- Serve as the point person for office manager duties including: maintenance, mailing, supplies, equipment, bills, errands, and shopping.

Director of Operations, House of God Church

January 2018 – May 2022

- Provided administrative support including managing daily operations and office activities.
- Planed and organized church services, department meetings, committees and other events.
- Assisted in the development of the annual budget for the ongoing operations of the church.
- Trained, equipped and oversaw volunteers, and ensure they have resources to fulfill duties and responsibilities.
- Created weekly slide lyrics, sermon series artwork, social media, website and announcement graphics and multimedia presentations.

Executive Services Manager, Aspire Health Partners

2015 – 2019

- Successfully performed all administrative activities for the Chief Clinical Officer, Chief Medical Officer and Vice President of Nursing.
- Produced payroll and compensation reports for staff psychiatrists, calculated and prepared payment reimbursement for contract physicians, ARNP's, and incentive-based therapists.
- Effectively coordinated executives schedules, planned meetings and events, and arranged detailed travel plans and itineraries.
- Coordinated and maintained the on-call schedule for all physicians and scheduled all monthly Staff Meetings.
- Supported the resolution of complaints by contributing to the investigation interviewing complainants, members of staff and contractors as necessary.
- Prepared department reports, proposals, presentations and other special projects effectively.

SKILLS

Microsoft Office Suite
Calendar Management
Project Management
Executive Support
Customer Service
Time Management
Event Planning
Office Administration
Communication
Problem Solving
Critical Thinking
Data Entry

LANGUAGES

Spanish, Fluent

EDUCATION

Valencia College,
1990 – 1993
Graphic & Interactive Design

Quality and Risk Management Administrative Assistant, Aspire Health Partners

2013 – 2015

- Maintained executives appointments and calendars by planning and scheduling meetings, conferences and travels.
- Assisted various government programs with all complaint investigations.
- Prepared quarterly audits for Human Resources departmental records.
- Monitored census data to comply with regulatory statuses.
- Investigated and collected all supporting documentation in preparing for claims against organization.
- Audited and maintained Incident Reporting system and incident reports to develop trending variances and trends.

Administrative Assistant and Consumer Relations Specialist, Aspire Health Partners

2011 – 2013

- Provided day-to-day administrative support to the Vice President of Acute Care services.
- Maintained executive's appointments and calendar by planning and scheduling meetings, conferences, and travels.
- Served as consumer liaison and handled all consumer related calls and reported issues and outcomes.
- Met with visitors to all hospital units who arrived to investigate events, audit services and interview clients.

Hospital Unit Coordinator, Aspire Health Partners

2011

- Responsible for building the patients initial medical charts and records, all forms were complete and properly identified and signed, and all information entered on the computer.
- Compiled, verified, typed, and filed medical records in order to meet standards of care.
- Reviewed medical records for completeness and assembled records into standard order.
- Maintained constant communication with physicians, nurses and other departments.
- Assured all hospital unit equipment, necessary documents and supplies were available.
- Helped with the development and training of new employees.