

# Irma Inez Doering

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Highly motivated practice manager with over 10 years of managerial experience. Diverse in communication and team building exercises for a positive work environment. Extensive track record for implementing impactful recommendations, leadership and striving for operational excellence.

## Experience

### **JULY 2021- Present**

**Regional Practice Manager, Everside Health-** Southeastern Region Wisconsin, Minnesota

- Deliver operational reports to clients, in collaboration with operations leadership.
- Manage staff hiring, training, scheduling, and facility upkeep.
- Project leadership to complete quality, financial, and strategic goals.
- Conduct yearly evaluations.

### **MAY 2020– JULY 2021**

**Supervisor, Racine WI- ASCENSION ALL SAINTS WALK-IN CLINIC**

- Implementation of a schedule for 43 employees with rotating weekends.
- Manage, track and order supplies.
- Maintained a safe and clean working environment for employees.
- Evaluate job performance for clinical personnel.
- Ensure patient safety and satisfaction are achieved.
- Monitored and maintained medical equipment.

### **NOVEMBER 2014 – MARCH 2020**

**Director of Operations, Franklin WI- POPCARE URGENT CARE LLC**

- Implementation of a schedule for clinical and physician staff.
- Recruited and hired qualified employees.
- Maintained a safe and clean working environment for employees.
- Developed and implemented policies and procedures for a medical facility.
- Assisted in business development through social media engagement.
- Supported budgetary initiatives and management.
- Collaboration with medical directors for service improvement.

### **MARCH 2009 – NOVEMBER 2014**

**Manager/Lead Medical Assistant, Franklin WI- EMERGENCY MEDICINE SPECIALISTS URGENT CARE**

- Registered and collected patient co-pays through insurance verification.
- Patient care which consisted of talking vitals, medication refills and follow-up call backs.
- Assisted providers with medical procedures.
- Completed a monthly schedule for 10 employees.

**NOVEMBER 2004-DECEMBER 2007**

**Emergency Room Technician, Milwaukee WI- Froedtert Hospital**

- Assisted in emergency patient care related to trauma and injuries.
- Administered Intravenous Therapy.
- Patient transportation for admitted patients.

**November 1999- November 2007**

**Staff Sergeant Combat Medic, Milwaukee WI- Army National Guard of Wisconsin**

- Trained in providing on-the-spot emergency medical treatment.
- Responsible for a platoon of 30 men and women during drill weekends and special assignments.
- Earned two Army Achievement awards for leadership skills as well as exceptional composure during stressful situations.

**Education**

December 2018- Present. Bachelors of Healthcare Management, OTTOWA UNIVERSITY

**Skills**

- Bilingual in conversational Spanish.
- Detail oriented with excellent interpersonal communication skills.
- Strong ability to calm a stressed environment due to patient dissatisfaction.
- BLS certified.
- Over 20 years of phlebotomy experience.

References upon request