



Zena McCartney

zenafmccartney@gmail.com 

(626) 297-4777 

Alhambra, CA 

zenamccartney.com 

An experienced administrator with a focus on working in the healthcare industry. Very enthusiastic, organized, team player, multi-tasker, and works efficiently under pressure. Exceptional in helping with various aspects of healthcare industry standards.

AREAS OF EXPERTISE

Medical Management, Project Management, MS Office (Excel, PowerPoint, Word, Outlook), Google Applications, Clinical Research, Quality Control, IRB Regulations, Compliance, ICH-GCP, Multi-Line Phone, CPT/ICD 10, HIPPA & OSHA regulations, Electronic Medical Records, Medical Terminology, Scheduling, Transaction Handling, Medical Intuition, Marketing & Social Media Support, Event Planning

EDUCATION

Master of Health Administration *National University, La Jolla, CA* — distinction 4.0 G.P.A.

Vocational Certification in Intuition Medicine® *Academy of Intuition Medicine®, Sausalito, CA*

Bachelor of Arts, Human Communications, Practical & Professional Ethics, *CSU Monterey Bay, Monterey, CA* — magna cum laude 3.87 G.P.A.

OCCUPATIONAL EXPERIENCE

PAREXEL | GLENDALE, CA & HYBRID

Project Manager Assistant

2022-Present

- Coordinate with the project manager to complete IRB submissions and maintain IRB correspondence according to guidelines and regulations
- Compose professional business communication for the project management team, clients, and outside vendors, including all requests, reports, memos, meeting minutes, and letters
- Support project management team in the creation, maintenance, and finalization of project documents according to standard operating procedures and departmental policies
- Assist in the preparation and quality control of documents as requested by the project manager
- Schedule and prepare for monitoring and sponsor visits by quality control checking the regulatory binder before each visit and assisting during the trial research visit

CLEAR CENTER OF HEALTH | MILL VALLEY, CA & REMOTE

Operations Manager

2021 - 2022

- Provided technical support, management, integrations, and training for electronic medical records and Comcast phone system
- Implemented an inventory management system for supplies and collaborated with engineers to create an app for patient care coordination
- Continuously updated employee protocols by creating a virtual handbook and training videos
- Connected with customer relations manager to improve marketing media strategies
- Offered financial advice and planning over resource allocation and process improvements

Medical Administrator

2018 - 2022

- Scheduled, recorded, managed, and prepared medical information for patient care following HIPAA

- Ensured patients were scheduled for blood draws or any preceding outpatient exams before their doctor's appointment; supported phlebotomist and nurse with urinalysis collections and fingerpicks
- Dispensed supplements and called/faxed/e-prescribed prescriptions per doctor's orders

Page 2

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- Performed insurance authorizations and processed medical records
- Administered injectable vitamins and vital signs (temperature, weight, height, blood pressure, heart rate)

Front Desk & New Patient Coordinator

2017 - 2018

- Managed front desk phone, transferred callers to appropriate parties, and returned voice messages
- Collected time of service payments and created superbills for out-of-networking billing
- Ensured office supplies and supplements were restocked, and send-outs of products to patients were completed via UPS
- Exhibited exceptional customer service and phone mannerism; handled waiting room and chart room cleanliness

HEALER COLLECTIVE | REMOTE

Healthcare Marketing Strategist

2018 - 2019

- Collected 500+ holistic health contacts for the CEO to create a marketing strategy
- Gave internal feedback on content creation for the new website to increase brand awareness
- Collaborated with the CEO on innovative ideas for how to arrange and market startup

HANSON ROBOTICS | REMOTE

Media Research Intern

2016 - 2017

- Created content for Instagram and Facebook
- Researched marketing campaigns and presented to CMO to implement
- Authored research articles on robotics and artificial intelligence to support the marketing team

CSU MONTEREY BAY | SEASIDE, CA

Otter Realm Reporter

2015 - 2016

- Agriculture reporter
- Networked with Monterey community projects, events, and companies to produce publications for Otter Realm Newspaper
- Awarded Best Breaking News Story and Honorable Mention Infographic

VOLUNTEER EXPERIENCE

American College of Healthcare Executives - San Diego Volunteer Committee Chair (*present*)
 American College of Healthcare Executives – Southern California LA Program Council Member (*present*)
 National University Healthcare Leaders Student Organization - Alumni Officer (*present*)
 Toast Master International – Member (*present*)
 Marina High School - Communications Tutor (2015)