

IVIE EDWARDS

Newport Beach, CA 92663 • (760) 396-6174 • ivielynnedwards@gmail.com

Open to relocation and travel • References available upon request



PROFESSIONAL SUMMARY

Results-driven healthcare professional with 8+ years of progressive experience in medical administration, patient liaison services, insurance coordination, data management, high-volume clinical operations, and revenue-generating sales. Proven expertise in optimizing workflows, ensuring HIPAA compliance, delivering exceptional patient experiences, and driving business growth through consultative selling in aesthetic services. Excel at building strong relationships, streamlining processes, and serving as a trusted liaison between patients, providers, and administrative teams. Eager to bring strong communication, organizational, and business development skills to a Medical Liaison or Aesthetic/Medical Device Sales role.

PROFESSIONAL EXPERIENCE

Executive Coordinator

Sep 2025 – Mar 2026

WISH ChiroSport — Newport Beach, CA

- Primary patient liaison and front-office leader in fast-paced chiropractic/sports medicine clinic; expertly managed high-volume scheduling, confirmations, rescheduling, and proactive follow-ups to deliver seamless experiences and improve retention.
- Orchestrated daily clinic operations including provider calendars, treatment room preparation/turnover, new patient intake/onboarding, inventory management, and front-office efficiency to support smooth workflows.
- Conducted thorough insurance verifications, detailed benefits explanations (deductibles, co-pays, co-insurance, prior authorizations), and transparent financial counseling, empowering patients while reducing billing issues.
- Maintained accurate, up-to-date electronic patient records in ChiroTouch and Vagaro EMR systems with highest standards of HIPAA compliance, data security, and regulatory excellence.
- Drove significant revenue growth through proactive consultative sales of premium aesthetic/wellness services (customized packages, injectables, body contouring, skincare); educated clients and achieved strong conversion/upsell rates.
- Resolved complex billing inquiries, processed payments and multi-session packages, reconciled insurance claims/discrepancies, and followed up on denials to accelerate revenue cycle and minimize outstanding accounts.
- Supported clinic marketing and patient engagement: targeted outreach campaigns, promotional events, social media content creation/management, and community partnerships to increase new patient acquisition.
- Collaborated closely with clinical providers, management, and support staff to identify workflow bottlenecks, implement process improvements, and elevate patient satisfaction scores and operational performance.

Health Services Assistant I (HSA I)

Sep 2022 – Sep 2025

San Bernardino County Department of Public Health — San Bernardino, CA

- Oversaw end-to-end immunization data management for countywide programs using California Immunization Registry (CAIR), ensuring exceptional accuracy, real-time verification, quality control, and full regulatory compliance.
- Systematically reviewed, analyzed, and reconciled complex reports, datasets, patient records, vaccine inventories, and distribution logs to detect/correct discrepancies and maintain data integrity and audit readiness.
- Analyzed technical data and compiled comprehensive reports for leadership on operational studies, financial tracking, and program evaluation to drive informed decision-making and resource allocation.
- Actively contributed to policy development and updates, delivered staff training sessions, and served as the go-to technical expert for troubleshooting and resolving intricate documentation and system issues.

Program Support Employee (PSE)

Apr 2020 – Sep 2022

San Bernardino County Department of Public Health — San Bernardino, CA

- Organized, maintained, and optimized physical and electronic patient records and administrative files in a high-volume public health environment, implementing efficient filing systems that ensured full regulatory compliance, rapid retrieval, and reduced errors.
- Validated and processed high volumes of vaccine and patient data entries into centralized systems; performed rigorous quality checks, supported accurate inventory tracking and distribution reporting, and managed comprehensive document control processes including audits and archiving.
- Leveraged advanced proficiency in Microsoft Office Suite (Excel for data analysis and reporting, Word for documentation, Outlook for team coordination) to track metrics, generate reports, facilitate cross-team collaboration, and drive workflow improvements in fast-paced, deadline-driven settings.
- Collaborated with multidisciplinary teams to resolve data discrepancies, implement process enhancements, and ensure timely support for public health initiatives, contributing to overall program efficiency and accuracy.

Program Support Employee (PSE)

Apr 2018 – Apr 2020

San Bernardino County Department of Public Health — Hesperia, CA

- Delivered front-line patient services in a busy public health clinic, expertly managing patient intake, high-volume scheduling (30+ appointments daily), insurance verification, eligibility determinations, and medical record creation/updates to ensure smooth operations and positive patient experiences.
- Supported full-cycle billing and claims submission processes, including preparation, submission, follow-up on denials, and reconciliation, while maintaining strict HIPAA compliance, patient confidentiality, and accurate financial documentation.
- Assisted nursing and clinical staff with daily administrative tasks, coordinated patient flow, prepared examination rooms and materials, and contributed to workflow optimizations that significantly improved patient throughput, reduced wait times, and enhanced overall clinic efficiency.
- Conducted patient education on procedures, forms, and follow-up requirements, building rapport and facilitating better engagement with public health services; utilized strong organizational and multitasking skills to handle competing priorities.

EDUCATION & HONORS**High School Diploma — Riverside Preparatory High School, Oro Grande, CA**

- Selected participant in county pilot outreach program for reentry and community reintegration.
- Recognized for exceptional professionalism, reliability, and discretion in handling sensitive information.
- Consistent Honor Roll student.

CORE COMPETENCIES

- | | |
|---|--|
| • Patient Communication & Liaison | • Consultative Sales & Revenue Generation |
| • Insurance Verification & Authorization | • Billing, Claims & Financial Counseling |
| • Medical Records & Data Management (CAIR, EMR) | • Microsoft Office Suite & Database Proficiency |
| • HIPAA Compliance & Regulatory Standards | • Team Training & Cross-Functional Collaboration |
| • Clinic Operations & Workflow Optimization | • Quality Control, Audits & Process Improvement |
| • High-Volume Scheduling & Coordination | • Client Education & Relationship Building |

References available upon request • Open to relocation and travel opportunities