PROFESSIONAL EXPERIENCE

HR Manager

University of Washington School of Medicine, Department of Medicine, Division of Nephrology November 2023-present

Direct staff and academic HR for the Division of Nephrology and Kidney Research Institute (KRI) including 60 staff, 47 full-time faculty, 12 other academic personnel, and 12 fellows. Provide guidance, analysis, human resource management expertise, leadership, performance and process improvement, direction and strategic recommendations.

Academic HR

- Manage faculty recruitment, appointment, reappointment, and promotion processes;
 visa appointments; medical staff credentialing process and UWP appointment process.
- Manage faculty recruitment and appointment process from initial search to the final hire and relocation for successful candidates (multiple ongoing searches at multiple sites of practice).
- Ensure that faculty recruitments comply with University, State and Federal hiring practices (advise and guide search committees and administrative staff).
- Update onboarding checklists or electronic tools to streamline onboarding processes.
- Facilitate faculty leaves including the FMLA process.
- Manage annual merit process according to the UW faculty code.

Staff HR

- Serve as Division HR liaison and work closely with the UW HR employment team (employment specialist and human resources consultant) and DOM HR Team on all HR activities.
- Oversee and process the hiring of all professional staff, classified staff, and student assistants, postdoctoral and graduate student appointments in the Division.
- Initiate, review, and recommend personnel actions including promotions, salary actions, employee performance evaluations, training and terminations for staff personnel.
- Provide oversight and assistance for Division faculty in hiring support personnel.
- Oversee and direct new employee orientation and employee separation processing for Division. Provide guidance on appropriate access/entry into UW data systems, e.g. payroll, benefits, IT Security, compliance.
- Counsel staff on how best to utilize their leave.
- Research salary levels and compare for equity within the Division, Department, School of Medicine and University overall.
- Function as the Division's point-of-contact and liaison for HR grievances, investigation, and employee conflicts.
- Manage the annual merit and performance evaluation processes for all Division staff.
- Partner with hiring managers to understand objectives, assess hiring needs, create recruitment strategies, and manage searches through the recruitment life cycle. Ensure hiring practices are equitable and comply with Department, School and University.

Program Operations Specialist

University of Washington School of Medicine, Department of Bioethics and Humanities December 2022-November 2023

Provided executive assistance and administrative support to the Department Chair and other Program Directors of Bioethics and Humanities. Exercised decision-making authority and independent judgement in handling confidential matters for the department Chair and the department Administrator. Interacted regularly with School of Medicine leadership, UW Medicine executives, faculty, staff, and the general public, researched and articulated School of Medicine policies and procedures and how they apply to department staff.

- Temporarily covered Administrator duties including finance and HR
 - Finance Administration: in my temporary role covering Administrative duties I worked closely with our Fiscal Business and Operation Lead to complete the following tasks:
 - Served as the initial and final budget approver for all purchase and reimbursement requests
 - Performed month-end final reconciliation of all dept. budgets
 - Completed FY24 budget projections
 - Processed payments such as honoraria, invoices, etc. to both internal and external UW vendors in Workday
 - Completed purchase requests using ProCard and CTA card
- UW Medicine Ethics Consultation Service Coordination (UW-Montlake, Harborview, and NWH)
 - Coordinated ethics consultations on an as needed basis, scheduled, attended and took minutes during monthly and quarterly consultant meetings, supported a team of 11 ethics consultants.
 - Updated and maintained Ethics Consult Service schedule on a quarterly basis for all three hospitals.
 - Maintained ethics consult service resources, training material, meeting minutes, and all other related confidential documents using Sharepoint and the department shared drive.
 - Led quality improvement projects and delivered monthly reports related to the ethics consultation service: developed and deployed surveys, collated and presented data to leadership; maintained and updated appropriate policies and procedures; and ensured Redcap QI database was updated and ethics consultation websites met program needs.
 - Each year, created, oversaw, and managed orientation to the UW Medicine Ethics
 Consultation Service for new fellows, consultants, including administrative onboarding and credentialing for 2-3 fellows and consultants as needed.
- Program and Event Management
 - Managed two of the department's main ethics programs, the Advanced Training in Healthcare Ethics (ATHE) certificate program and the Summer Seminar in Healthcare Ethics program.
 - Along with the faculty director, led successful implementation of the Advanced Training in Healthcare Ethics (ATHE) and Summer Seminar in Healthcare Ethics programs' strategic goals, including marketing and promotion, maintaining policies to ensure both excellence and compliance for professional education programs, and gaining annual

- CME accreditation of the program with both synchronous and asynchronous components.
- Processed, tracked, and managed CME accreditation process for all departmental programs.
- Worked with individual faculty course instructors to finalize logistics and materials in advance of each quarter, including the Canvas course website and communications/promotion.
- Independently managed the admissions process, including coordination of applicant reviews, acceptance, registration, and financial matters (tuition, fees, scholarships, etc.).
- Advised and monitored professional students on requirements to complete their program.
- Developed the annual summer seminar course website and led communications, marketing, and promotion.
- Communicated with potential and enrolled registrants/attendees and responded to inquiries and requests.
- Planned and coordinated both live and virtual events sponsored by the department, including educational outreach, lectures, seminars, retreats, community gatherings, and research-specific meetings or activities.

• Human Resources

- Staff HR actions, including: hiring, onboarding, managing IT accounts, performance evaluations, job reclassification, extensions, auditing employee time in Workday system, along with other activities.
- Drafted and finalized MOUs for faculty support needs
- Led all facets of the staff employment lifecycle. Including support of staff (hourly, classified, professional), student employees and academic student employees.
- Worked with supervisors and faculty leaders on job description development,
 recruitment, interviews, hiring, onboarding, job changes, and compensation changes.
- Advised supervisors on policies and processes associated with compensation setting, performance evaluations, leave requests, compensatory time, overtime, over/under payments, Leave of Absences (FMLA), position reviews, and offboarding procedures.
- Managed record keeping and maintenance of confidential personnel files.
- Worked closely with the School of Medicine Administrative Business Center (ABC Shared Services) and Campus HR employment to ensure all staff HR actions are completed professionally and in a timely manner.

Administrative Specialist (part-time, assisted another department while their staff was on leave) University of Washington School of Medicine, Department of Ophthalmology March 2022-August 2022

Provided CME (Continuing Medical Education) support for several programs, assisted with CME accreditation application process, and assisted with CME closing report process

Administrative Specialist/Assistant to the Chair

University of Washington School of Medicine, Department of Bioethics and Humanities August 2019-December 2022

Administrative support to the Ethics Consult Service (UWMC-Montlake, Harborview, NWH):

- Managed ethics consultations, consultant meetings, and staff debriefings. Scheduled consultations, secure rooms, page consultants, and provide other support for ethics consultations.
- Managed and updated On-Call schedule on a quarterly basis for all three hospitals.
- Took comprehensive minutes at hospital ethics committee meetings, to be used for policy setting and support.
- Assisted with quality improvement projects, developed surveys, collated and presented data to leadership; maintained and updated appropriate policies and procedures; and maintained Redcap QI database and ethics consultation websites
- Created and distributed monthly reports during monthly Ethics Committees for all three hospitals.
- Managed orientation to the UW Medicine Ethics Consultation Service for new providers/consultants, including administrative onboarding and credentialing.

Departmental Events

- Coordinated monthly departmental events such as the Harborview Ethics Forums and UWMC Grand Rounds as they are scheduled.
- Assisted with coordination of departmental events including (UWMC Grand Rounds, facilitated discussions, Bodemer Lectures, Harborview Ethics forums, Social Justice Chats, etc.) ensured catering when applicable, reserved available rooms, provided onsite tech support when needed or coordinate with UW tech support, distributed marketing materials, ensured Continuing Medical Education (CME) accreditation requirements were met when applicable, recorded the event and edited/uploaded recording to department website when applicable.

Faculty and Chair Support

- Managed department academic human resources processes for core faculty, and adjunct and affiliate faculty; including appointment renewal/promotion, retirements, professorships, and teaching evaluations.
- Coordinated three successful faculty searches.
- Coordinated department orientation process for new faculty and staff, and maintained confidential faculty personnel files.
- Managed the department Chair's calendar.
- Acted as primary department designee for the Chair to the University, School of Medicine, and Departmental Faculty relations. Represented the Chair in situations requiring a high level of tact, discretion and diplomacy, where the effect of an error in judgment may have significant impact.
- Recorded and tracked all CME requirements for UWMC Grand Rounds and HMC Ethics forums and submitted all necessary reports to CME office.
- Revamped our Ethics Sharepoint sites, adding new content.
- Updated department website with new content related to events and resources when necessary.
- Assisted with departmental purchasing, travel booking and reimbursement, budget tracking and reconciliation.

Program Assistant

University of Washington School of Medicine, Department of Psychiatry February 2017-August 2019

Supported training activities and meetings via Zoom, including basic technical support/orientation for participants. Assisted faculty with instructional design for their courses in Canvas. Assisted with CME accreditation process for all programs. Coordinated and supported program events and conference arrangements. Created and maintained databases in redcap, excel or other formats as needed. Processed expense and travel reimbursements for faculty and staff. Supported application and onboarding process for prospective faculty applicants. Coordinated new hire paperwork, HIPAA training, immunization requirements, and other documents as needed as part of hiring and onboarding process for new faculty. Monitored multiple program email inboxes and provide customer support, troubleshooting assistance, and answer all inquiries in a timely manner. Assisted with the program management on various projects pertaining to online learning and managed weekly UWPACC program newsletter in MailChimp.

Guest Service Agent

Hilton Garden Inn. Seattle, WA. August 2015-January 2017

Provided high level and professional customer service, responding to all guest inquiries and requests timely and efficiently, processing arrivals/departures, answering phone calls, and offering solutions when needed.

Program Coordinator

RCM of Washington Inc. Washington, DC. May 2012-June 2015

Managed two group home facilities that included a team of twenty-four staff, attended, participated, and provided relevant documents for multidisciplinary meetings, navigated several different online tracking systems for individual equipment, appointments and other documentation, completed incident reports as needed, interviewed, hired, and trained all new staff, facilitated monthly staff meetings and ongoing trainings, tracked and corrected all employee time records, maintained an on call 24/7 status in order to be the frontline for any problems that arose, resolved all staff conflict, reconciled resident finances, coordinated all home activities, and served as a liaison between the individuals, family members, and outside community agencies.

Behavior Coach

Integrated Behavioral Services Group Inc. Washington, DC. April 2011- February 2012

Assumed primary responsibilities for a caseload of 6-8 children from ages 9-14, coordinated and supervised constructive therapeutic activities under the supervision of a Licensed Clinical Social Worker, identified potential behavior and developmental difficulties and provided behavior modification interventions, planned and conducted behavior/therapeutic group activities with specific social, emotional and behavioral objectives, documented and maintained up-to-date behavior progress notes on consumers.

EDUCATION

Howard University. Washington, DC.

Skills and system experience

- Experience in Microsoft Word, PowerPoint, Outlook, Excel, REDCap, Mailchimp, Workday, Trello, Canvas, Drupal, Panopto, Zoom, Microsoft Teams, YouTube, SharePoint, Googlesites, etc.
- Facilitation and event planning, calendaring etc.
- Effective communicator, strong code of ethics, integrity, and interpersonal skills

CERTIFICATION AND CONTINUING EDUCATION

- HR Certificate through POD at University of Washington completed June 2024
- Administrative Excellence Certificate through POD at University of Washington completed October 2023
- UW SLP Supervisor Orientation (SLPSO) February 2023

VOLUNTEER EXPERIENCE/COMMITTEES

- Member, Diversity Council, University of Washington School of Medicine, Department of Medicine, Division of Nephrology November 2023-present
- Member, Gender Equity Council, University of Washington School of Medicine, Department of Medicine, Division of Nephrology July 2024-present
- Member, School of Medicine Staff Mentorship program committee October 2023-present
- Member, Equity, Diversity, and Inclusion committee, University of Washington School of Medicine, Department of Bioethics and Humanities, February 2017-2023