



Desmond Sokolov

Department Manager

Healthcare department manager with 2 years of experience overseeing patient records processing, staff training, and front-desk operations using EPIC and Cerner. Reconciled monthly supply invoices totaling \$7,290 and recovered \$1,620 in overpayments by identifying duplicate orders during the first quarter. Holds a Bachelor of Applied Science in Organizational Leadership with a Health Services Administration Concentration.

CONTACT INFORMATION



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Thermopolis, WY

KEY SKILLS

- EPIC Systems
- Cerner
- Microsoft Excel
- HIPAA Compliance
- Patient Scheduling
- Supply Procurement
- Staff Training
- KPI Reporting
- Insurance Verification
- JCAHO Readiness

PROFESSIONAL EXPERIENCE

2025 - Present

Department Manager | Owl Creek Valley Medical Center, Thermopolis, WY

- Processed an average of 10 patient records daily in EPIC, verifying demographics, insurance data, and clinical notes for a 12-bed outpatient unit.
- Raised patient satisfaction scores from 64 to 80 on quarterly Press Ganey surveys by restructuring front-desk check-in procedures and wait-time communication.
- Led a 3-day refresher workshop on updated Cerner charting shortcuts for 8 administrative staff, cutting average per-record entry time from 6 minutes to 4 minutes.
- Reconciled monthly supply invoices totaling \$7,290 and identified duplicate orders, recovering \$1,620 in overpayments during the first quarter.

2024 - 2025

Administrative Coordinator | Bighorn River Family Health Clinic, Worland, WY

- Entered and validated 114 patient records per day in Cerner, confirming referral authorizations and coding accuracy before provider review.
- Coordinated daily scheduling for 6 providers and 11 support staff, filling open appointment slots within 45 minutes of cancellation.
- Compiled weekly KPI dashboards in Microsoft Excel tracking no-show rates, check-in times, and copay collection totals for clinic leadership.

EDUCATION

Bachelor of Applied Science (B.A.S.), Organizational Leadership with Health Services Administration Concentration

University of Wyoming, Laramie, WY | 2020 - 2024