

Jennifer Silva Oliveira

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EDUCATION:

University of Kansas Health Professions, Kansas City, KS
Master of Science – Health Services Administration

May 2021

Creighton University, Omaha, NE
Bachelor of Science – Health Administration & Policy
Bachelor of Art – Medical Anthropology
Minor – Public Health

May 2019
Major GPA: 3.8
Major GPA: 3.9

WORK EXPERIENCE:

University of Kansas Medical Center, Kansas City KS

Aug 2019 -Present

Graduate Research Assistant

- Analyze qualitative data for KC Care's Community Health Worker program
- Present annotated bibliographies to applicable topics with latest data to connect to current projects and future publications
- Serve as a blog post writer providing peer-reviewed article summaries for *Medical Care* journal

Health Center Association of Nebraska, Omaha NE

Feb 2017-May 2019

Health Policy Intern

- Verified eligibility requirements and design for HCAN's Medicaid brochure
- Utilized feedback from outreach staff to appropriate plan events for 50+ people
- Summarized CMS changes and distribute healthcare marketplace information

Creighton University Journalism Department, Omaha, NE

June 2017-May 2019

Lead Student Assistant

- Trained ten student employees to effectively work towards mission
- Assisted office staff to ensure all critical duties are performed and served as primary administrative assistant during summer 2017
- Developed orientation checklist resulting in consistent quality performance of duties

Student Assistant

Aug 2015-June 2017

- Implemented scheduling to facilitate communication and tasks
- Ensured policy and security for equipment allowing the department to best offer services
- Provided customer service and communicated professionally with callers

Midwest Eye Care, Omaha, NE

June 2018-Dec 2018

Patient Accounts Intern

- Accurately record and manage patient payments to reflect patient accounts
- Executed insurance and patient refunds to fulfill company values
- Revised monthly revenue contributing to company's fiscal transparency ranging from \$20,000-\$100,000
- Managed medical records to facilitate documentation and maximize reimbursements

The Urology Center PC, Omaha, NE

July 2018-Nov 2018

Office Administrator Intern

- Assisted in physician and nurse accreditations to meet practice requirements
- Compiled accreditation and licensing documents needed to meet hospital and state regulations

- Comprehend EOB's and insurance denials explaining reimbursement gaps
- Facilitated projects informing patients of health risks and preventative care

University of Kansas Medical Center, Kansas City, KS

Volunteer

June 2016

- Shadowed in pediatrics gastrointestinal surgery to develop drug and diagnosis recommendation
- Discussed peer reviewed articles with Pediatric Gastroenterologist and University of Kansas medical students to promote holistic thinking
- Embedded my perspective and education in doctor-patient interactions contributing to a learning environment that fosters communication between patient and students

Olathe Medical Center, Olathe, KS

Volunteer

March 2016

- Shadowed health care professions in Respiratory Clinic including Respiratory Therapist, Physician, and Nurses to learn fundamentals
- Participated in rounds for mental health, asthma, and tobacco use to develop healing plan for patient
- Observed Neonatal Intensive Care Unit and phlebotomists to apply education in real life examples

ADDITIONAL EXPERIENCE:

Austria- Hungary Health Analysis Course, Europe

Study Abroad Student

June 2018

- Communicated with local refugees to develop holistic view of immigration health
- Met with European paramedics, shaman, emergency responders, home health and insurance companies to develop appreciation in each health sector
- Recognized and experienced the benefits of traditional and spa medicine to seek alternatives to biomedicine

The Latino Center of The Midlands, Omaha, NE

Researcher

March 2017-May 2017

- Measured the efficiency of *Pathway to Success* program in local high schools by observing staff to accurately identify organizational culture for improvement
- Interviewed staff to identify common issues that led to the development of program
- Performed coding to analyze results and present to organization

ACTIVITIES & AWARDS:

President of Jayhawk Healthcare Administrators Working for Kansas
2019-Present

Fall

Founder of Medical and Cultural Anthropology Organization
2018-May 2019

Fall

Delta Zeta-Theta Eta Chapter
May 2019

Spring 2015-

Health Administration and Policy Student Association
2017-May 2019

Fall

Dean's List
2017

Fall 2015, Spring

Inner-residence Hall Government, Faith, & Justice Representative
2015-Spring 2016

Fall

National Residence Hall Honorary
Spring 2017

Fall 2016-

SKILLS :

Languages: Portuguese (fluent), Spanish (conversational)

Computer: Outlook 365, Microsoft Word, PowerPoint, Excel, Adobe, Photoshop, SEM (data analytics system),
Software for Statistics and Data Science (Stata)

Programs: Medinformatics, Athena

Accounting: Cost benefit analysis, Income Statement, Balance Sheet, Net Income, Ratios

Additional Skills: Problem-Solving, Leadership, Self-motivative, Strategic Planning, Adaptability