

EVELYN GIWA

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Brooklyn, NY 11249 | 917.379.5654 | [egiwa75@gmail.com](mailto:egiwa75@gmail.com)

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**SUMMARY OF QUALIFICATIONS**

Keen customer service focus with the ability to interact effectively at all levels of an organization. I am a Bilingual (English & Spanish) healthcare professional with 13 years in the health profession having extensive knowledge in: Unity Web Term, Sorian, QuadraMed/EPIC (EMR) Radiant and HHC Advantage. Passionate, motivated and patient-focused individual that welcomes changes, challenges, and interact effectively on all levels. Known for excellent client relation skills and is highly analytical, detail-oriented and computer literate.

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**PROFESSIONAL EXPERIENCE**

**WOODHULL HOSPITAL, Brooklyn, NY** **2006 – PRESENT**  
**Coordinating Manager Lv. A**

Manage the day-to-day functions of the Community Providers Referral Office (CPRO), to ensure the identification of difficult to reach, vulnerable and underserved populations. Educate patients about appropriate treatment plans, support services, financial support, and community resources. Establish and maintain relationships and alliances with local senior centers, businesses, referral networks and other healthcare providers to enhance community service.

- Attend all managerial meetings as to ensure that CPRO is adhering to all policies and procedures.
- Develop and maintain professional, dependable and effective relationships with intake referral sources and contracted facilities.
- Monitor, plan, and provide continual communication and education with patients and their families, to coordinate ongoing care.
- Complete and maintain daily, monthly and quarterly reports and logs.
- Schedule, register and confirm appointments for new patients that require intake/referrals.
- Assist in referring patients and families to appropriate services and resources.
- Monitor time and leave, train staff on new and existing procedures to ensure continuity of business.

**JPMORGAN CHASE BANK, Brooklyn, NY** **1996 – 2006**  
**Customer Service Representative**

Provided product, services information, and resolved any emerging problems that our customer accounts might face with accuracy and efficiency. Interfaced daily with customers to respond to their inquiries, concerns and requests.

- Open new accounts for clients.
- Research and provide clients with account information.
- Generate outgoing correspondence to new and existing clients.

**EDUCATION AND TRAINING**

**CUNY School of Labor and Urban Studies • Masters in Urban Studies**  
**Anticipated Graduation May 2023**

**Bachelor of Arts (BA) – Psychology • College of New Rochelle** **May 2018**  
**Associate Degree in Applied Sciences – Human Resources • NY Technical College** **May 2003**

**Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook)**