Angie Gonzalez

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PROFESSIONAL SUMMARY

Healthcare operations professional with experience supporting clinical operations, patient services, cross-functional coordination, and administrative processes at major academic medical centers. Skilled in project coordination, workflow improvement, operational reporting, and stakeholder communication. Combines healthcare industry knowledge with technical expertise in information systems, data analysis, and process modeling.

WORK EXPERIENCE

Happin Social | Outreach & Marketing Strategy Intern — Remote | November 2026 - Present

- Coordinate operational projects, including project timelines, milestones, deliverables, and departmental priorities.
- Own and maintain a master calendar of marketing-relevant deadlines, publication timelines, and campaign launches.
- Monitor project progress, identify potential delays, and support accountability for assigned deliverables.

Mayo Clinic | Clinic Operations — Rochester, MN | June 2026 - Present

- Coordinate operational projects, including project timelines, milestones, deliverables, and departmental priorities.
- Collaborate with internal and external stakeholders to resolve project issues and maintain alignment across teams.
- Monitor project progress, identify potential delays, and support accountability for assigned deliverables.

Cedars Sinai Medical Center | Patient Representative — Los Angeles, CA | January 2024 - June 2026

- Served as a first point of contact for patients, explaining services and next steps clearly and compassionately.
- Coordinated registrations, referrals, and authorizations across departments with strict accuracy.
- Maintained accurate electronic records and supported documentation compliance.

AltaMed Health | Patient Outreach Coordinator — Los Angeles, CA | October 2020 - November 2024

- Led patient outreach initiatives to connect communities with services
- Trained Claims and Authorizations staff on processes, improving efficiency and service delivery.
- Troubleshot virtual provider visits with Spanish-speaking patients and families, supporting access to care.

TECHNICAL SKILLS

Microsoft Excel, Microsoft PowerPoint, Google Workspace, SAP, Electronic Medical Records (EMR), Data Analysis, Process Modeling, Workflow Analysis, UML (Use Case, Activity, Sequence, Class), Draw.io, Lucidchart, Video Editing

Languages: English, Spanish

EDUCATION

California State University Los Angeles — **Los Angeles, CA**

Bachelor of Science in Computer Information Systems