

Azucena Rivera

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Summary

I am experienced in patient advocacy, care coordination across diverse departments, addiction recovery through my RADC Technician training, and mental health recovery support. I have extensive experience helping civilian and veteran patients navigate healthcare systems, benefits, denied claims, treatment plans, appointments, and barriers to accessing care. I use a calm, empathetic communication style and take pride in my attention to detail and patient-centered approach. I also bring a diverse professional background in tax support and legal administration, including document preparation, bookkeeping, and client billing.

Authorized to work in the US for any employer

Work experience

Community Mental Health Worker

VA Caregiver Program • Oroville, CA

August 2021 to August 2026

- Support behavioral and mental health needs through calm communication, observation, reassurance, redirection, and de-escalation when appropriate.
- Monitor changes in mood, behavior, cognition, and physical condition and communicate concerns to healthcare providers.
- Provide personalized in-home supervision, assist with ADLs and prescribed medication routines, coordinate appointments and treatment follow-up, and provide guidance and assistance with grant petitions for ADA-related home modifications.

LVN Charge Nurse

Merakey Autism and Education Center • Williams, CA

February 2026 to April 2026

Received CPI and training in on-call mobile crisis intervention for residential homes.

Seasonal Tax Expert

Intuit • Remote

December 2021 to March 2026

Provided bilingual English/Spanish online assistance and remote live support to TurboTax customers with federal and state tax questions, software guidance, deductions, credits, income reporting, and filing issues. Delivered live technical support for TurboTax software, troubleshooting login, software functionality, and e-filing related issues. Performed first-line quality control screening for tax experts, reviewed customer information for accuracy and completeness, documented interactions, and escalated complex tax or technical issues when appropriate.

LVN Field Nurse

Restpadd Red Bluff PHF • Red Bluff, CA

July 2025 to September 2025

A psychiatric facility that holds up to 16 patients through voluntary and involuntary methods.

- Implemented Judge and Licensed Medical Staff Ordered Medication (Psychotropic & Medical)
- Vital Signs & Patient Assessment,
- Psychiatric Safety & De-escalation
- Care Plan Development/Vaccinations & Injections
- Liaison between the patient and the judge during hearings

Psych LVN

El Dorado Psychiatric Facility • El Dorado Hills, CA

April 2025 to June 2025

Safely administered and monitored psychotropic and routine medications for voluntary and involuntary patients, ensuring compliance with facility protocols and rapid identification of adverse responses.

LVN Charge Nurse/Treatment Nurse

Amergis • Chico, CA

August 2024 to October 2024

- Provided acute nursing care to adults with intellectual and developmental disabilities (IDD) in an adult day program.
- Performed G-tube medication/feeding support, medication passes, audits and recommendations, breathing treatments, wound care, vital-sign monitoring, and vaccination tracking.
- Screened clients for changes in condition and reported concerns to the RN, ER, and/or on-call physician.

Acute LVN (Behavioral Health / Recovery Setting)

Sierra Health and Wellness • Bangor, CA

June 2024 to July 2024

Worked again on June 2025 to July 2025

- Supported in treatment recovery-focused care for veterans in a residential program
- Assisted with group facilitation and encouraged patient participation in recovery activities
- Provided trauma-informed care and emotional support
- Monitored patient stability and reported concerns to clinical

Escalation Team Supervisor - Healthcare Operations

UnitedHealth Group • Remote

October 2021 to May 2024

- Advocated for members facing complex benefit and access-to-care issues, including medication approvals, surgeries, durable medical equipment, and emergency transport.
- Intervened in denied or delayed cases involving prior authorization issues and appeals, coordinating with providers and internal departments to help secure timely, fair resolutions.
- Escalated complex denied cases to senior leadership and, when needed, spoke directly with Board of Directors contacts to help resolve member concerns.

LVN Nurse - Student

Student IOT • Redding, CA

February 2020 to April 2021

Studied nursing fundamentals, practiced clinical skills in various patient settings.

Medical Assistant / Health Information Management Technician II

Oroville Hospital • Oroville, CA

January 2018 to January 2019

- Provided front-line customer service, patient intake, scheduling, record updates, and problem resolution in a busy outpatient environment.
- Verified demographic and insurance information and maintained accurate electronic records with strict confidentiality.
- Coordinated referrals and follow-up services while helping customers understand next steps.

Senior Trial Paralegal

Senior Counsel Inc., • Westlake Village, CA

February 2007 to September 2017

- Supported high-profile litigation through courtroom setup, trial-presentation software, evidence organization, visual exhibit presentation, and preparation of large-volume trial and evidence binders.
- Handled client billing and collections, law firm bookkeeping and budgeting, bank deposits, delinquent account negotiations, and payment-plan arrangements.
- Supported firm marketing and client-retention efforts by coordinating sports promotional packages and other added-value services for new and existing clients.

- Trained and supervised approximately 50 Cal Lutheran pre-law students through a structured externship program, providing hands-on exposure to legal office and trial-support work.

Education

Vocational Nursing (Professional Diploma)

Institute of Technology • Redding, CA

February 2020 to April 2021

Paralegal Studies (Associate's degree)

Platt College • Alhambra, CA

August 2006 to August 2007

Skills

Computer networking Proofreading Utilization management Supervising experience Detailing

Maintaining patient confidentiality ROI Computer operation Childcare Patient monitoring

Meal preparation Clinical documentation Technical Proficiency Customer communication

Patients with physical disabilities Team motivation (leadership skill) Training & development

Google Suite Interviewing Call center Attention to detail Organizational skills

Documentation review Hospice care Psychiatric patient care EKG Decision making Outpatient

Case management Basic math Tax form completion Team management Hospital Experience

Public speaking Confidential information handling Home health agency experience

Medical terminology Collaboration Patient interaction Social media management

Grammar Experience Nurse management - Nursing management experience (Less than 1 year)

Legal administrative experience Referral coordination Psychiatry Filing Direct support

Working with high schoolers CRM software SharePoint Pediatric first aid Google Workspace IAM

Patient education Transitional care coordination Calendar management Teamwork

Wellness coaching Symptom management Microsoft Access DME Medical billing

Care documentation Alternative dispute resolution Working with adult populations Bathing assistance

Automotive diagnostics Patient care outcome improvement Desktop applications Tax experience

Brand voice Cardiac arrest emergency response Insurance sales Managed care Public relations

Venue scheduling Internal communication Electronic health records (EHR) management

Medical office experience Working with geriatric patients

Languages

Bilingual

Spanish • Expert

Multilingual

Awards

LVN Diploma

April 2021

Additional information

Certifications & Training

- Licensed Vocational Nurse (LVN), California
- Registered Alcohol & Drug Technician (RADT) – Application in Progress
- Enrolled in CADC Program – (2026)
- CPR/BLS Certified