

Joisan Geraldo Guerrero

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EDUCATION

University at Bridgeport, Bridgeport, CT

Expected 12/2026

Dual Master of Business Administration (MBA) and Master of Science in Analytics and Systems (MS. ANSY) with Concentration in Artificial Intelligence and Analytics

CUNY/ Lehman College, Bronx, NY

05/2021

Bachelor of Science in Health Education and Promotion, concentration in Community Health

INTERNSHIP EXPERIENCE

New York-Presbyterian Hospital, Manhattan, NY

02/21-03/22

WALLE Intern

- Interviewed 12-15 patients to determine their immediate basic needs and connect patients to free/low-cost community resources to address food insecurity, housing instability, transportation and utility needs
- Sent out eRX to patients via text and email to facilitate connections with available resources
- Reached out to patients telephonically to promote health literacy and address the social determinants of health
- Created an Excel spreadsheet to track communication and needed follow up for reach patient based on intake assessment
- Evaluated patients who are high risk (3 + needs) and refer to Patient Navigators for follow up

WORK EXPERIENCE

New York-Presbyterian Hospital, Manhattan, NY

11/23-Present

Health Priorities Specialist Outreach

- Assisted 50+ patients weekly in the emergency room by assessing Social Determinants of Health (SDOH) and connecting them to healthcare and community resources
- Coordinated 150+ ER follow-up referrals each month for legal services and CHW to improve access to care
- Educated patients on available programs, addressed barriers to care, and provided ongoing patient navigation and advocacy
- Documented patient encounters, workflow, and outcomes while delivering compassionate, culturally competent care in compliance with privacy standards

BronxWorks, Bronx, NY

01/2023-11/2023

Program Supervisor for the Positive Living Program

- Supervised both the Harm Reduction and Case Management Health Education Program, overseeing 7 staff and program operations
- Exported and analyzed program data biweekly using Microsoft Excel PivotTables, generating reports that informed operational decisions and continuous quality improvement initiatives
- Managed hiring, onboarding, training, and weekly performance evaluations for case managers and outreach staff
- Developed and delivered harm-reduction/overdose prevention trainings, distributing over 5 Naloxone kits monthly
- Met regularly with stakeholders - including community partners, DOHMH, treatment providers, shelters, and funders - to coordinate services, streamline referrals, and secure resources
- Partnered with leadership and cross-functional teams to help design a Salesforce tracking system that improved referral management, documentation, and reporting
- Led quality-improvement initiatives to increase client engagement/retention and improve program outcomes; tracked KPIs and reported results to funders
- Managed weekly payroll activities in ADP, maintaining payroll accuracy and resolving discrepancies as needed

BronxWorks, Bronx, NY**04/2022-01/2023***Case Manager for The Positive Living Program*

- Provided direct services to a caseload of 35-40 clients, including intake, assessment, service plan development, referral, and follow-up
- Monitored and documented client progress toward service plan goals
- Conducted case conferences with the client's medical provider, as required
- Conducted an average of 150 home visits for clients
- Referred clients to outside public resources and programs in the community when necessary and appropriate

Citimedical I PLLC Internal Medicine - Billing Department, Bronx, NY**06/16 – 11/19***Data Entry Clerk / No-Fault Specialist*

- Gathered information from multiple sources (lawyers and other medical facilities) and submitted/updated diagnoses, procedures, and profiles in the database
- Submitted all information to insurance companies for the required approvals in order to provide medical treatment
- Reviewed patient records for proper documentation and obtained any missing information
- Received checks from insurance companies for procedures and submitted payments for processing to the department manager

SKILLS

Bilingual (English and Spanish)

Knowledge of Microsoft Word, Excel, PowerPoint, EPIC, NowPow, eShare, Salesforce, Python, AIRs, R, SQL, SAS, Tableau, and Power BI.