Korrion Symonette

Business Management Student
pkorrion16@gmail.com
(502) 398-0911
Clarksville, IN
www.linkedin.com/in/korrion-symonette-0625249a

Summary

Detail-oriented healthcare professional and Business Management student with 13 years of experience supporting patient care, healthcare operations, care coordination, and documentation across long-term care, Rehab, home health, supported living, and community-based settings. Skilled in analyzing patient trends, maintaining accurate records, coordinating with interdisciplinary teams, and supporting quality outcomes in fast-paced environments. Experienced working with healthcare providers, administrators, patients, and stakeholders to improve service delivery and patient satisfaction. Proficient in data analysis tools including Excel, SQL, BigQuery, and Google Analytics concepts. Seeking to leverage healthcare experience, and business management education to contribute to healthcare administration, managed care operations, population health, and quality improvement initiatives.

Work Experience

Extern, Remote | Nov 2026 – Present

- Mapped acute mental health case-management workflows across care transitions, revealing coordination gaps, hidden risks, and unclear ownership affecting continuity of care.
- Diagnosed systemic workflow failures and invisible coordination work using root cause analysis, translating operational issues into structured actionable risk insights.
- Prototyped a work-quantification dashboard concept to translate case management activities into metrics supporting staffing, risk management, and value communication.

Resident and Community Support Professional Aug 2024 - Present

Rauch Supported Living | IN

Support individuals with intellectual and physical disabilities through person-centered care plans and daily service coordination utilizing customer relationship management tools.

- Utilized CRM tools to manage patient private care plans and streamline the direct care process efficiently. Maintain detailed behavioral, medical, and care documentation to support care quality, treatment planning, and compliance standards all into company designated CRM tool.
- Monitor client health outcomes and communicate observations to nursing staff to support timely interventions.

- Collaborate with interdisciplinary teams to address client needs, service goals, and quality-of-life initiatives.
- Assist with scheduling, documentation accuracy, and tracking behavioral trends to support data-informed care decisions.
- Contribute recommendations during care reviews to improve client outcomes and operational effectiveness.

Care specialist Mar 2019 - Jun 2024

Enlighten Childcare | IN

Provided care and support services for pediatric and adolescent clients with physical and developmental disabilities.

- Maintained behavioral tracking reports and documentation used by nursing leadership to evaluate client progress and care needs.
- Communicated regularly with families, nurses, and care teams to ensure continuity of care and service quality.
- Supported a high-volume care environment while maintaining safety, compliance, and exceptional client service.

Certified Nursing Assistant Apr 2018 - Jan 2019

Riverview Village | IN

Supported healthcare operations within a long-term care environment serving a high-volume geriatric population.

- Maintained patient records and rehabilitation documentation used by clinical teams to monitor treatment progress.
- Assisted with specimen collection and care-related documentation to support medical decision-making.
- Coordinated with nurses and interdisciplinary staff to ensure quality patient care and compliance with facility standards.
- Contributed to efficient record management and workflow support for healthcare providers.

Senior Phlebotomist Jan 2018 - Apr 2018

CSL Plasma

Supported plasma collection operations while maintaining compliance with safety, quality, and regulatory guidelines.

- Monitored donor health information, documented medical histories, and reported concerns to clinical staff.

- Tracked inventory levels and coordinated supply management to support uninterrupted operations.
- Maintained performance standards for donor processing, patient flow, and service efficiency.
- Assisted with data entry and documentation accuracy within healthcare information systems.

Direct Support Professional May 2014 - Oct 2017
Agape Community Living
Provided care coordination and community support services for individuals with developmental disabilities.

- Assisted clients with healthcare appointments and facilitated communication between clients and healthcare providers.
- Documented behavioral observations, medication administration records, and progress notes.
- Supported independence, wellness goals, and community engagement initiatives.

Behavioral Support Specialist Jun 2012 - Apr 2014
Excellence in Learning
Collaborated with interdisciplinary teams to implement individualized behavioral and life-skills development plans.

- Supported various human resources initiatives to improve onboarding and candidate selection processes
- Documented client progress, incidents, and outcomes to support treatment planning and quality monitoring.
- Managed communications with families, healthcare professionals, counselors, and community stakeholders.
- Utilized problem-solving and conflict-resolution techniques to support positive behavioral outcomes.

Education

Western Governors University Sep 2026 - Feb 2027
Bachelor of Science Business Management
GPA: 3.0

Certificates

Certified Nursing Assistant (CNA) 2021

Home Health Aide (HHA) 2018

Kentucky Essential Soft Skills Certification 2022

HCPS Certificate 2026

Skills

Healthcare Administration, Care Coordination, Healthcare Operations, Population Health Support, Quality Improvement, Process Improvement, Data Analysis & Reporting, Business Performance Metrics, Medical Documentation, Microsoft Excel, Microsoft PowerPoint, SQL, BigQuery, Stakeholder Communication, Cross-Functional Collaboration, Customer Service, Scheduling & Coordination, Problem Solving, Critical Thinking, Patient Advocacy, Team Collaboration, Data-Driven Decision Making, Regulatory Compliance, Electronic Documentation Systems, Google Workspace, Spreadsheet Analysis, Data Visualization, Reporting & Presentation, Data Storytelling, Workflow Documentation, Record Management