

KRYSTEN JEFFERSON

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SUMMARY

Healthcare professional with hands-on experience handling protected health information, patient intake/scheduling, and high-volume phone-based and in-person customer service under HIPAA compliance. Currently pursuing an M.S. in Health Informatics and Information Management, combining direct patient-facing experience with technical data skills (Python, SQL, Excel) to support accurate, compliant medical records processing.

EXPERIENCE

Health Insurance Agent — Balance Benefits Group 2023 – 2025

- Managed a high volume of inbound and outbound client calls, documenting every interaction in a CRM in compliance with HIPAA regulations.
- Provided clients with accurate, timely information on health insurance coverage and enrollment.
- Balanced call volume with data accuracy and regulatory compliance under time-sensitive conditions.

Patient Advocate — ChartSpan 2023 – 2024

- Accessed and managed patient records to enroll individuals in remote care plans while maintaining strict HIPAA compliance.
- Handled escalated inbound and outbound calls, including coordinating emergency services when patient safety required it.
- Performed high-volume, detail-accurate data entry to keep patient records current and audit-ready.
- Consistently met KPI targets for patient retention in a metrics-driven, production environment.

Remote Call Center Representative — NexRep (Teladoc Health) 2020 – 2023

- Handled patient intake and scheduling for telehealth visits in a fast-paced, health-focused remote call center.
- Accurately documented patient information across multiple systems while maintaining confidentiality standards.

Guest Advocate, Women's & Kids' — Target 2018 – 2020

- Provided in-person customer service, answering product questions and assisting shoppers in the women's and infant/kids department.
- Maintained a clean, organized, well-stocked department to support a positive in-store customer experience.

PROJECT

Digital Wellbeing Project — Independent data analysis, github.com/KrystenJefferson

- Analyzed a 500-person survey dataset to examine how social media usage predicts stress, sleep quality, and happiness, using Excel (validation, pivot tables), SQL/SQLite (aggregation), and Python (pandas, seaborn, scikit-learn).
- Built a Random Forest model predicting stress levels ($R^2 = 0.517$, MAE = 0.87) and translated findings into summaries for non-technical audiences.

EDUCATION

M.S. in Health Informatics and Information Management — East Carolina University (*expected May 2028*)

B.S. in Psychology, Minor in Data Science — University of Maryland (*2023*)

SKILLS

HIPAA-compliant records handling • Medical records / ROI processing • Patient intake & scheduling • High-volume phone-based & in-person customer service • Multi-system data entry • CRM documentation • Detail- and quality-oriented • Fast-paced, production/metric-driven environment • Python • SQL • Excel (advanced) • Tableau • Power BI