Rachel Cohen

MBA Healthcare Administration | Healthcare Operations & Process Improvement
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Summary

Healthcare operations professional with an MBA in Healthcare Administration, BS in Health Science, and 13+ years of experience in healthcare service delivery and operations. Brings a data-informed, systems-focused approach to streamlining operations, improving performance, reducing barriers to care, and strengthening accountability. Passionate about improving operational efficiency while delivering accessible, equitable, and patient-centered services.

Skills

Process Improvement	Microsoft Excel	Patient Access
Data Analysis	Inventory Management	Compliance

Experience

Kaiser Permanente, Remote
Lead Teleservice Representative, April 2021 - Present

- Manage 100+ member interactions daily while maintaining high standards for quality, service, privacy, and regulatory compliance
- Coordinate patient access, scheduling, and care-related services across multiple service lines
- Resolve complex member concerns and identify opportunities to improve service outcomes, patient experience, and quality of care
- Serve as Safety Captain, promote workplace safety, employee engagement, and ergonomic best practices
- Coach and mentor team members on effective customer service behaviors, professional communication, and member engagement.
- Reinforce empathy-driven service practices, helping representatives recognize member concerns, demonstrate compassion, and provide a supportive experience.
- Coach employees on effective call management and time utilization to improve efficiency while maintaining quality member interactions.
- Provide guidance on accurate and thorough documentation of member interactions, ensuring essential information is captured to support continuity of care and service resolution.

Kaiser Permanente Martinez, Ca
Pharmacy Clerk, OTC Captain, September 2017 – April 2021

- Supported pharmacy operations in a high-volume outpatient setting while maintaining healthcare regulations and organizational policies
- Assisted workflow coordination, worked with pharmacy leadership on workflow optimization
- As OTC Captain, oversaw merchandising, maintained the stock sales floor, and monitored inventory levels

Ashraf Orthodontics Mill Valley, Ca
Front Office Coordinator, April 2014 – August 2016

- Managed front office operations, scheduling, patient communications, and administrative functions
- Used Microsoft Excel and reporting tools to maintain records and support business operations

Education

Western Governors University
MBA Healthcare Administration, 2026
BS Health Science, 2025

Solano Community College
Social Science, 2012
Liberal Studies, 2012

Certifications

Lean Six Sigma Green Belt, 2026