SHAUNTEL MORENO

HEALTHCARE OPERATIONS • COMMUNITY RELATIONS

Business Development | Multi-Site Leadership | Referral Growth

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PROFILE

Healthcare operations and community-relations leader with experience spanning behavioral health, education, multi-site operations, referral growth, and community partnerships.

CORE STRENGTHS

- Multi-Site Operations
- Provider & Community Partnerships
- Referral / Intake Coordination
- Workforce & HR Operations
- Compliance & Audit Readiness
- Healthcare Marketing & Outreach

LANGUAGES

- **Bilingual: English & Spanish**

EDUCATION

Western Governors University

B.S. Business Administration - Management

Expected February 2027

Oxnard Community College

A.A. General Education

PAYER / SYSTEMS

AHCCCS • Aetna • TRICARE West • Mercy Care • UHC / UMR

CentralReach • HubSpot • Microsoft 365 • Google Workspace • CRM / Intake Tracking

PROFESSIONAL SUMMARY

Healthcare operations and community relations leader with 8+ years of experience spanning multi-site operations, workforce leadership, business development, referral growth, and provider partnerships. Proven experience overseeing complex healthcare operations, leading teams of up to 150 employees, supporting 500+ clients, and managing high-volume referral and intake processes across multiple locations. Combines operational leadership with relationship-building, community outreach, and strategic growth experience to improve access to services, strengthen partnerships, and support organizational performance.

CERTIFICATIONS

- HubSpot Academy - Social Media Certified (2026)
- HubSpot Academy - Email Marketing Software Certified (2026)
- WGU - Certificate in Management (2025)
- WGU - Certificate in Leadership (2025)

EXPERIENCE

Community Liaison

SEP 2026 - PRESENT

Sunshine Care Network | Arizona

- Build referral partnerships with pediatric practices, schools, care coordinators, community organizations, and healthcare partners across Arizona, with emphasis on Buckeye and the West Valley.
- Conduct provider outreach, office visits, presentations, and follow-up communication to increase awareness of in-home ABA services and strengthen referral pipelines.
- Serve as a resource for providers and families regarding ABA services, referral requirements, insurance participation, and intake coordination.
- Develop targeted outreach strategies and collaborate with intake and clinical teams to support referral conversion and continuity of care.

Regional Office Manager

JAN 2026 - AUG 2026

American Behavioral Solutions | Arizona

- Directed operations across three Arizona offices spanning clinical support, HR, finance, facilities, scheduling, records, and internal communication.
- Managed approximately 150 employees and supported 500+ clients while coordinating onboarding, credentialing, payroll, staffing, and service continuity.
- Oversaw 45+ monthly referrals/intakes, including authorizations, assessments, signatures, and service-start timelines.
- Maintained audit-ready documentation and compliance across payer, credentialing, HIPAA, HR, and service requirements.

Executive Support | School-Based Compliance

OCT 2018 - JAN 2026

Inclusive Education & Community Partnership

- Provided executive-level administrative support across operations, communication, project coordination, and leadership priorities.
- Managed school-based compliance processes involving assessment timelines, IEP documentation, service scheduling, progress tracking, and Medi-Cal billing.
- Supported hiring, onboarding, credentialing, training, employee documentation, school partnerships, and family communication.

8+	3	150+	45+	500+
YEARS EXPERIENCE	OFFICES OVERSEEN	EMPLOYEES MANAGED	MONTHLY REFERRALS	CLIENTS SUPPORTED