

Contact

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Top Skills

Itineraries
Office Administration
Phone Etiquette

Deysha Jones

Patient Care Technician at Texas Health Resources
Lewisville, Texas, United States

Summary

Strategic Supervisor with expertise prioritizing projects, planning workflow and managing employees to achieve operational goals. Resourceful individual with 6 years of active experience managing efforts within deadline-driven environments. Diplomatic individual with strong leadership and decision making skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Experience

UnitedHealth Group

Advocate

February 2023 - Present (2 years 4 months)
Lewisville, Texas, United States

- Actively listen and communicate effectively to identify member needs and provide appropriate solutions.
- Maximize the value of health insurance benefits by 30% by educating and guiding members.
- Ensure member satisfaction by connecting them with internal specialists and scheduling appointments with doctors' offices.
- Educate members on using the various online tools and resources available on myuhc.com to make informed healthcare decisions and track their health progress.

Texas Health Resources

Patient Care Technician

January 2022 - Present (3 years 5 months)
Bedford, Texas, United States

- Maximize patient flow by providing superior operation support, Obtain vital sights and document all data.
- Follow health system guidelines at all times to ensure accurate care, and adhere to HIPAA requirements and maintained all confidentiality.
- Support care providers by ensuring patient needs are met.

Hostpitality

Field and operations manager

March 2017 - Present (8 years 3 months)

Dallas/Fort Worth Area

Field Ops Manager

-Mentoring subordinates for growth in accordance with the established scale and succession plan. Successfully developed 4 new City Managers
-Repackaged an already included service as a rigorous preventative maintenance & reporting program. Increasing each job from 4-6% with \$0 additional expense.

Senior Quality & Training Advisor

-Implemented automatic reoccurring deep cleaning programs based on number of night booked vs industry standard quarterly rotations. Thus increasing service category revenue 230% YoY and decreased Guest complaints by 58%.
-Hire, onboard, and train field representatives
Assess and evaluate team and individual performance
Fill knowledge gaps through additional training and professional development programs.

Lead Housekeeper & Employee #1

-Learned the business from top to bottom from founder.
-Became Certified in Perfect Maintenance Cleaning
-Adapted the methodology of PMC into a new service category of Turnover Cleaning
-Increased productivity per Housekeeper of 1.5 additional jobs completed per day with 0 additional hours worker. \$170 per housekeeper per day.

Genpact

Content Moderator

January 2021 - April 2024 (3 years 4 months)

Richardson, Texas, United States

-Review and Analyze user-generates content to ensure that it complies to Meta's policy
-Maintained >90% policy accuracy for my time working for genpact , landing into top 5% for performance.

-Trained new and current hires on policy and acted as team's point of contact for policy questions.

QuikTrip

Drivers Assistant

September 2013 - May 2018 (4 years 9 months)

-Drive trucks to deliver such items as food, medical supplies, or newspapers.
Review lists of dealers, customers, or station drops and load trucks.

Childcare Network

Teacher

August 2013 - December 2017 (4 years 5 months)

United States

Education

The University of Texas at Arlington

Bachelor of Science - BS, Registered Nursing/Registered

Nurse · (2021 - 2023)

Dallas College

Nursing Assistant/Aide and Patient Care Assistant/Aide · (January 2021 - February 2022)

Tarrant County College

Early Childhood Education and Teaching · (2012 - 2014)