

Tiana Grampus, MS

tgrampus@gmail.com • [linkedin.com/in/tiana-grampus-aa66a68b/](https://www.linkedin.com/in/tiana-grampus-aa66a68b/)

631.697.0478 • Farmingville, NY

Multitalented, accomplished professional, recently immersed into the healthcare field, with 15+ years of expertise in people and program management across service sectors. Creative and highly adaptive skillset, specializing in operational oversight, planning and process improvement, and staff training and development. Adaptive propensities advantageous in any field from the financial industries to healthcare. Technical competencies in Premier Viewpoint Report Writing, Policytech Procedure Manager, Fiserv Navigator, Business Process Manager, Microsoft Office Suite, Epic Healthcare Systems, Criterion Healthcare Systems, and Allscripts Touchworks system.

Areas of Expertise:

- Business Planning & Strategy
- People & Program Management
- Process Improvement
- Service & Satisfaction
- Problem Solving
- Organizational Development
- Policy Design & Change Adoption
- Staff Training and Development
- Quality Assurance, Reporting
- Inventory Cost Controls
- Medical Administration
- Patient Services

Professional Experience

ORLIN AND COHEN ORTHOPEDIC GROUP • Bohemia, NY • 11/2021 – Present

The leading orthopedic practice on Long Island

MEDICAL ASSISTANT TECH, THE LYLE GROUP

Greet and escort patients to examination rooms and perform intake utilizing the Criterion and most recently Allscripts systems. Perform routine clinical tasks supporting various doctors and physician assistants such as writing prescriptions for physical therapy, testing and durable medical equipment and preparing some injections.

Key Accomplishments:

- Quickly adapting to Criterion system, daily procedures for Medical Assistant Tech as well as Medical Reception, and daily reconciliations for Orthopedic, Pain Management, and MRI receipts
- Perform multiple duties as needed daily
- Check in and register patients

NEW YORK CITY HEALTH AND HOSPITALS • Queens, NY • 5/2021 – 9/2021

The largest public health care system in the United States, providing essential services to over one million New Yorkers.

REGISTRAR, VACCINATION SITE, CAPITAL STAFFING SOLUTIONS

Meet, greet, and schedule patients utilizing the Epic Software System. Obtaining and update patient accounts including demographics, verifying and updating insurance information while adhering to strict safety protocols for risk prevention and compliance. Providing information and managing patient flow prior to, during and after receiving vaccine.

Key Accomplishments:

- Quickly adapting to the EPIC Healthcare System, daily procedures, consistently changing protocols, and overall flow of patient vaccination process from initial contact to final release
- Accurately and efficiently registering patients
- Processing and maintain confidential patient information in a fast-paced environment
- Teaming up with consistently changing staff to help train and provide a seamless patient experience
- Assisting other departments with projects

NEW YORK STATE DEPARTMENT OF HEALTH • Bronx, NY • 4/2020 – 5/2021

Government agency dedicated to protecting, improving, and promoting the health and well being of New Yorkers.

INTAKE ADMINISTRATOR, COVID-19 TESTING SITE, THE EXECU-SEARCH GROUP

Recruited to support patient verifications, check-in processes, and documentation duties while adhering to strict safety protocols for risk prevention and compliance during a pandemic. Track and record patient details in DOH database in addition to performing pre-duty health screenings.

Key Accomplishments:

- Accurately and efficiently process and maintain confidential patient information in a high-volume environment
- Recognized by management for natural leadership abilities in helping train other Intake Administrators and mentoring Co-Leads while also helping organize schedules and completing extensive data entry
- Streamline processes to reduce waste and ensure safety and security of private health information according to policy

BNB BANK • Various Locations • 09/1998 – 6/2019

Highly regarded community bank specializing in a full suite of products and services to individual and commercial clients.

BRANCH OPERATIONS MANAGER, ASSISTANT VICE PRESIDENT (8/2015 – 6/2019)

Executed all aspects of branch operations in a senior-level capacity dedicated to boosting business results and customer retention. Resolved problems with poise, holding full accountability for file maintenance, new account review teams, and training.

Key Accomplishments:

- Achieved distinction for successfully improving processes, such as overseeing a new customer screening protocol intended to assist representatives make more informed decisions for new account openings
- Completed various projects, such as comprehensive quality assurance reviews and new product and process testing
- Accelerated business expansion, helping open new branches while working collaboratively with third party vendors
- Improved people management, supervising 8 direct reports in conjunction with cross-functional teams and departments

MANAGER, TRAINING AND DEVELOPMENT, ASSISTANT VICE PRESIDENT (2/2011 – 8/2015)

Directed a wide range staff training and development duties to create culture of continuous improvement and ongoing professional development. Designed, coordinated, and launched specializing training programs for large groups of employees. Crafted and rolled out standard procedures on a host of banking responsibilities.

Key Accomplishments:

- Created and implemented the company's first Management Trainee Program to allow for succession planning and upward mobility of frontline employees
- Aided in employee success, acting as a key mentor and coach while assessing performance, completing reviews, and establishing individualized goals and growth plans for staff
- Promoted to Branch Operations Manager and AVP for exceptional leadership and performance results

BRANCH OPERATIONS COORDINATOR, ASSISTANT CASHIER (2/2007 – 2/2011)

Strategized growth opportunities in addition to optimizing the customer experience in a fast-paced, demanding setting. Identified more effective practices while adopting internal controls to reduce loss and elevate profitability. Researched and resolved extensive customer account issues in addition to both accounting and system issues. Completed various ad hoc projects in conjunction with company leadership.

Key Accomplishments:

- Championed branch success by designing and instituting policies and procedures, maintaining detailed documentation of service objectives in database
- Authored and updated 75+ procedures around different financial topics, including account opening, account maintenance, processing transactions, and performing certain tasks in addition to compliance measures
- Earned promotion to training and development manager with combined responsibility as assistant vice president

Additional Experience

Fitness Instructor • MAXIMUS HEALTH & FITNESS • Riverhead, NY | 2/2019 – Present

Fitness Instructor • EAST END FITNESS • Center Moriches, NY | 10/2019 – Present

Education & Training

Master of Science in Business Administration and Management
ST JOSEPH'S COLLEGE | Patchogue, NY

Bachelor of Science in Business Administration
LONG ISLAND UNIVERSITY | Southampton, NY