

AUSTIN M. KIRSCH

18 Leighton Ave | Seattle, WA 98553 | 652.232.8798 | akirsch@gmail.com

HEALTHCARE ADMINISTRATIVE PROFESSIONAL

Scheduling • Medical Billing • Record Keeping • General Administrative

PROFESSIONAL PROFILE

- Ambitious, detail-oriented professional with nearly five years of clinical expertise in chemical dependency/addiction counseling.
- Experience performing health administrative functions, including billing, insurance, scheduling, and medical documentation.
- Recognized for ability to learn new processes and systems quickly, and deliver high quality results in fast-paced settings.
- Proven history of building strong rapport with patients, family members, medical staff, and office personnel.
- Excellent organizational, multi-tasking, and written and verbal communication skills.

VALUE ADDED:

- ✓ Clinical and administrative expertise
- ✓ Familiar with medical terminology
- ✓ Technically savvy; proficient in MS Office
- ✓ Outstanding customer service skills

CAREER HISTORY

RICHARDSON & ASSOCIATES, LTD. – Seattle, WA

Nov 2010-Sept 2012

Licensed Alcohol and Drug Counselor (LADC) / Chemical Dependency (CD) Assessor

Facilitated in-person client CD assessments, utilizing six criteria as outlined in Rule 25 by American Society of Addiction Medication (ASAM), and consulted with CD staff to recommend clinically appropriate treatment program. Completed administrative tasks, including documenting client information, locating facilities and scheduling aftercare appointments, and providing billing documentation.

- Demonstrated professionalism and maintained client confidentiality when interfacing with clients, family members, and external health and legal professionals to obtain and validate information.
- Actively participated in bi-weekly staff meetings with other CD and mental health professionals.

GROVER FOUNDATION – Bellevue, WA

Aug 2007-May 2010

Licensed Alcohol and Drug Counselor (LADC) / Clinical Case Manager

Conducted comprehensive CD assessments over phone using ASAM criteria, and recommended proper treatment. Coordinated interventions and program participation, and scheduled continuing care post-treatment. Utilized billing, documentation, and scheduling software to perform administrative functions.

- Managed average of 15-20 cases at one time, partnering with financial case manager to coordinate and secure funding for treatment program.
- Exhibited excellent customer service skills and phone etiquette as initial point of contact for residential and intensive outpatient treatment programs.
- Assisted with facilitation of family program, providing support and education to group members.

EDUCATION

WELLINGTON GRADUATE SCHOOL OF ADDICTION STUDIES – Seattle, WA

M.A. Addiction Studies, 2007

GPA: 3.74/4.0

UNIVERSITY OF PUGET SOUND – Tacoma, WA

B.A. Psychology (Minor in Human Relations), 2005

PROJECT NOTES:

After nearly five years as a clinical professional in the field of addiction counseling, this client was looking to transition their career and pursue administrative opportunities in the healthcare industry. Together we identified specific areas within healthcare administration that the client was most interested in, and went through their experience to draw out particular strengths, skills, and achievements that would transfer to these roles. I then weaved these details throughout the 'Professional Profile' and 'Career History' sections so the resume targeted these types of positions.