



# Zoriana Henry

## Unit Clerk

Dedicated Unit Clerk with 1 year of experience in efficiently managing administrative tasks in fast-paced healthcare settings. Proficient in managing patient records, coordinating appointments, and supporting nursing staff. Strong communication and multitasking abilities with a commitment to enhancing patient care and experience.

[zoriana.henry@gmail.com](mailto:zoriana.henry@gmail.com) 

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123 Maple Street, Hartford, CT   
06103

### Education

#### Diploma in Health Unit Clerk at Gateway Community College, New Haven, CT

Aug 2018 - May 2022

Relevant Coursework: Medical Terminology, Health Unit Procedures, Patient Care and Safety, Medical Documentation, Healthcare Software, and Medical Billing and Coding.

### Links

[linkedin.com/in/zorianahenry](https://www.linkedin.com/in/zorianahenry)

### Skills

Scheduling



Data Entry



Medical Terminology



Microsoft Excel



Electronic Health Records (EHR)



Patient Registration



Telephone Etiquette

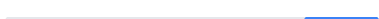


### Languages

English



Arabic



### Employment History

#### Unit Clerk at Hartford HealthCare, CT

Apr 2023 - Present

- Successfully streamlined the patient admission process, reducing average wait times by 30% and increasing patient satisfaction scores by 15%.
- Implemented a new electronic filing system that improved document retrieval efficiency by 25%, reducing errors and enhancing overall workflow in the unit.
- Coordinated and managed the scheduling of over 2000 medical appointments per month, ensuring a 98% on-time rate and contributing to a 10% increase in patient volume.

#### Unit Clerk Assistant at Yale New Haven Health, CT

Sep 2022 - Feb 2023

- Successfully managed the scheduling and coordination of over 500 patient appointments per month, resulting in a 20% increase in overall department efficiency.
- Streamlined the processing and organization of over 2,000 medical records, reducing retrieval time by 30% and significantly improving patient care.
- Implemented a new inventory management system for medical supplies, reducing costs by 15% and ensuring consistent availability of necessary equipment.

### Certificates

#### Certified Unit Clerk (CUC)

Apr 2022

#### National Association of Health Unit Coordinators Certification (NAHUC)

Sep 2020

### Memberships

#### National Association of Health Unit Coordinators (NAHUC)

#### American Health Information Management Association (AHIMA)