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# quiana k. ross

3002 South 208th St. Apt. E-2 • Seattle, WA 98198 • [quianar@hotmail.com](mailto:quianar@hotmail.com) • 206.861.6910

## Communications Program Manager

Communications Professional with highly developed analytic and problem solving skills. Possesses a keen attention to detail and highly articulate with strong verbal and written communication. Able to design and manage programs, projects, and performance metrics that drive organizational results and improvement. Experienced in analyzing and streamlining systems and operations to increase productivity, efficiency, quality and customer satisfaction. Exceptional collaboration across diverse audiences. Tenacious in fostering relationships and driving for results in challenging and ambiguous environments. Dedicated to organizational and team excellence.

- Effective Communication
- Strong Analytical Skills
- Operational Acumen
- Cross-Group Collaboration
- Operational Process Improvement
- Procedure Development
- Events Coordination
- Comfortable dealing with ambiguity
- Consensus Building

## education

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Bachelors of Arts in Communication | 2005  
U of H University of Houston | Houston, Texas

## professional experience

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Patient Care Coordinator | Jan 2009 – June 2009  
HealthPoint | Seattle, Washington

Spearheaded development and management of the weekly Internal Newsletter and clinic SharePoint Calendar. Polled and analyzed employee satisfaction surveys utilizing Survey Monkey. Collaborated to improve clinical activities related to preventive health and chronic care. Directed care teams to increase performance quotas through the P-D-S-A model (Deming Cycle). Communicated health care needs based on national guidelines according to EHR reports with clinical staff. Presented periodic and scheduled reports on clinical and related quality improvement data. Championed process improvements by initiating, implementing and revising QI initiatives. Developed culturally relevant/language appropriate communication materials and advocacy tools for target population. Assisted in advancing strategies to address or eliminate barriers to care.

### **Selected Achievements:**

- ◆ Breast, Cervical and Colon Health Program (BCHP) Awardee

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◆ OSHA Certification

## Flight Attendant | Jan 2006 – Aug 2009

CAL Continental Airlines | Houston, Texas

Responsible for emergency procedures involving evacuations, crash landings, and severe turbulence. Accountable for administering first aid to passengers when needed. Effectively communicated with passengers on safety guidelines and emergency procedures. Adapted to diverse communication channels and working styles. Exhibited strong people skills and able to adapt in a stressful and ambiguous environments.

### **Selected Achievements:**

◆ Customer satisfaction in top 10% of company

## Real Estate Investment Consultant | May 2006 – December 2007

Trintee Professional Financial Services | Houston, Texas

Developed creative solutions to increase market outreach. Demonstrated effective communication skills in negotiations and closings to increased productivity and exceed expected sales margins. Mentored and trained new employees on strategies and sales techniques.

### **Selected Achievements:**

◆ Awarded the 2008 Local Small Business Owner of the Year Award by the Business Entrepreneurs of America organization.

## Medical Specialist/Direct Care Administrator | October 2000 to May 2006

The Methodist Hospital | Houston, Texas

Assisted physicians/registered nurses in medical research, pharmaceutical documentation, and drug evaluations. Educated patients on drug administration and preventative health maintenance. Performed pre-admittance standard exams, such as vitals, blood draws, and facilitation of medical evaluation. Conceptualized and Project Managed the unit web site, including design and program language.

### **Selected Achievements:**

◆ CPR Certification, ACLS Certification, BLS Certification

◆ Attended full time University while working full-time

## Medical Specialist/US Military Veteran | June 1996 to June 2000

US Army | Houston, Texas

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Decorated Medical Specialist while serving in Bosnia, Kosovo, and Albania. Delivered medical supplies/treatment to war victims and refugees. Assisted in medical triage, minor/major surgeries and medical evacuations. Traveled internationally to developing countries and provide nourishment and medical treatment in extremely hazardous environments. Administered vaccines, drugs and conducted research to address health issues for soldiers and civilians.

### **Selected Achievements:**

- ◆ Received the Army Accommodation Medal for Valor in Wartime Conditions
- ◆ ARCOM Award for Leadership in Harsh Conditions

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## professional certifications

Certified Military Veterans AAM & ARCOM Medal | 1998

Scholarship, Hazelwood Exemption Act Recipient | 2005

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## interests + skills

Big Brother and Sisters of America | 1997 to present

Kingdom Builders Entrepreneurship Program | 2002- present