

Macy Mayo, MBA, MHA

817-874-9151

[linkedin.com/in/macy-mayo](https://www.linkedin.com/in/macy-mayo)

[Macy.Pink](https://www.macy.pink)

macymayo18@gmail.com

PROFILE

Motivated and experienced healthcare professional with outstanding interpersonal and critical thinking skills who provides excellent service, an enthusiastic attitude, and seamless integration of knowledge to any task presented. Highly proficient in MS Word, Excel, and Powerpoint.

SKILLS

Leadership



Problem Solving



Creativity



Interpersonal Relations



Accountability



Project Organization



Microsoft Office



Google Suite



Tech/Social Media



Detail-Orientation



Adaptability



Data Analysis



Presentation



Spanish Language



WORK & EXPERIENCE

ADMINISTRATIVE CLINICAL COORDINATOR

Ascension - Utilization Management *Aug 2022-Sep 2023*

- Maintained strong working relationships across the continuum of care with internal and external staff including central hospitals, clinics, outpatient facilities and clinical teams managing requests for services from providers and members.
- Bolstered community impact by conducting patient-centered financial research to secure charity funding for qualifying patients.
- Organized documentation and medical records for Clinical Coverage review by clinical staff.
- Processed incoming and outgoing referral data entry, and prior authorizations, including intake, notification, compliance, customer service, and census roles for Medicare-covered and community based services under value-based healthcare delivery and payment models.

SENIOR CLINICAL RESEARCH COORDINATOR

North Texas Clinical Trials *Dec 2017-Dec 2021*

- Facilitated the strategic planning, management, and development of psychiatric pharmaceutical clinical research trials.
- Recruitment specialist responsible for identifying, sourcing, contracting, and managing clinical trials and study participants.
- Maintained Good Clinical Practice, HIPAA compliance, effective regulatory systems, and efficient care and communication.

PEER MENTOR - COLLEGE OF NATURAL SCIENCES

The Univ of Texas at Austin *Aug 2018-May 2021*

- Mentored undergraduate students in academic research in the Epidermal Cell Fates and Pathways Freshman Research Initiative laboratory.
- Taught microbiological concepts while integrating hands-on learning through collaboration and independent research projects.

EDUCATION

Masters in Healthcare Administration (MHA) & Business Administration (MBA)

Texas Woman's University *Aug 2021-Dec 2023*

- Professional Organizations: The American College of Healthcare Executives (ACHE), Student Healthcare Administration Org (SHAO)
- Academic portfolio available upon request.

Bachelors of Science and Arts in Biology (BSA) & Certified in the Business of Healthcare & Spanish Speaking for the Medical Professions

The Univ of Texas at Austin *Aug 2017-May 2021*

- Notable Award: College of Natural Sciences Second-Year Excellence Award (2019)
- Head of Diversity and Inclusion Committee 2020, Texas Lonestars