



# JENNIFER SPICK

## HEALTHCARE ADMINISTRATION

### CONTACT

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### EDUCATION

University of Wisconsin - La Crosse // May 2022  
Masters of Healthcare Administration

University of Wisconsin - Oshkosh // 2018  
Bachelor of Science - Biology  
Minor in Business Administration with Emphasis  
on Healthcare Business

### CERTIFICATIONS

- Certified Pharmacy Technician // 2018
- BLS (CPR & AED) // 2020

### SKILLS

- Staff management and supervision
- Knowledge of HR processes such as recruiting, onboarding, and performance evaluations
- Experience with payroll systems
- Leadership and interpersonal skills
- Strong verbal and written communication skills
- Epic, Mosaiq, Kronos, Microsoft Office 365

### INTERESTS

Reading, learning, health & fitness, hiking, traveling, music

### WORK EXPERIENCE

#### MGH RADIATION ONCOLOGY, PRACTICE MANAGER

JULY 2022 - CURRENT

- Oversee MGH Cancer Center's daily operations for the main campus and two satellite locations
- Collaborate with physicians, nurses and other staff to establish a patient-centered workflow that prioritizes quality outcomes and exceptional customer service
- Lead the recruitment and onboarding of staff, providing coaching and support to foster optimal performance and professional growth
- Oversees the management of staff payroll using UKG Dimensions

#### MASSACHUSETTS GENERAL HOSPITAL, OR COORDINATOR

FEB 2021 - CURRENT (PER DIEM SINCE JULY 2022)

- Facilitated efficient workflow in the Operating Room by working closely with the Department of Nursing, Anesthesia staff, ancillary departments, and management
- Assisted with essential communication between OR personnel and all affiliated staff members to ensure smooth operations
- Supported scheduling and documentation of waitlist cases to ensure appropriate management
- Assisted with completing Anesthesia and Nursing assignments

#### CVS PHARMACY, LEAD PHARMACY TECHNICIAN

JAN 2014 - JAN 2021

- Processed daily prescriptions with expert accuracy, including receiving, reviewing, dispensing, and labeling
- Monitored department performance metrics by prioritizing tasks and optimizing workflows
- Led new colleague orientation and training, and played a key role in technician development
- Maintained staff scheduling