

Emely M. Pucheu
emelypucheu@yahoo.com
(267) 815-2214
1900 Solly Avenue Apt 3
Philadelphia, PA 19152

Education

2020- Present	University of Sciences	Philadelphia, PA
	Masters: Health Administration	
2013 - 2018	The Pennsylvania State University	University Park, PA
	Bachelor: Biobehavioral Health	
	Minor: Deafness and Hearing Studies	

Certificates

Health Administration

Work Experience

Service Coordinator

Amcord Care Inc- Philadelphia, PA

March 2020 - July 2020

- Coordinated services for consumers and made follow up home visits to ensure consumer safety
- Adjusted plan of care based on patient's health and environment to assure their safety
- Built relationships with patients and their families to encourage trust
- Maintained communication with 85 cases including home visits to assess their needs
- Provided information in regards to home assistance, transportation, home-delivered meals, transpasses, personal emergency response systems, home modifications, and any additional appliances necessary
- Mastered SAMS, HCSIS, and PROMISE
- Trained in Envolve, HHA Exchange, ELTSS, and UPMC

Service Coordinator

La Estrella Home Care Inc - Philadelphia, PA

July 2017- March 2020

- Coordinated services for consumers and made follow up home visits to ensure consumer safety

- Maintained communication with 60 participants about their waiver services in long term home care
- Engaged with patients 4 times a week and notated conversations
- Provided information in regards to home assistance, transportation, home-delivered meals, transpasses, personal emergency response systems, home modifications, and any additional appliances necessary
- Mastered SAMS, HCSIS, and PROMISE
- Trained in Envolve, HHA Exchange, ELTSS, and UPMC

Loan Servicing Representative

Pennsylvania Higher Education Assistance Agency - State College, PA

Dec 2016- June 2017

- Managed incoming and outgoing calls for loan borrowers
- 40 hours a week of speaking on phone and multitasking on the computer system
- Communicated with borrowers about their loans
- Guided borrowers to decision making on their loan

Banquet Server

Penn Stater Hotel and Conference Center - State College, PA

April 2016- Dec 2016

- Banquet server for Penn State events and football games
- Assisted in conferences of three hundred and more guests with food and beverages
- Cleaned up after guests and prepared conferences for the next upcoming events

Take Out Specialist

Chipotle Mexican Grill - State College, PA

October 2015- April 2016

- Assisted others with their orders
- Motivated and elevated crew members to do their best at work
- Improvised in short amount of time

Skills

- Microsoft Office
- Retail sales
- Bilingual (Spanish)

- Strategic Planning
- Customer Service
- Problem-Solving
- Interpersonal skills

REFERENCE

References available upon request.
