

# TRISTAN BUCKRIDGE

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## EDUCATION

BACHELORS OF SCIENCE HEALTHCARE ADMINISTRATION/MANAGEMENT  
MISSOURI SOUTHERN STATE UNIVERSITY

May 2024

## WORK EXPERIENCE

### STUDENT INTERN

Jan 2024 - Present

Mercy Hospital | Joplin, Missouri  
<https://www.mercy.net/>

- Collaborate with the Executive Director on quality improvement initiatives and patient safety protocols.
- Assist in analyzing data related to patient outcomes and quality metrics.
- Contribute to the development and implementation of strategies to enhance overall patient care.
- Participate in meetings and initiatives focused on maintaining and improving quality standards.
- Gain exposure to the administrative aspects of healthcare quality and patient safety.

### FRONT OFFICE MANAGER

Oct 2022 - Present

Journey Towards Hope Counseling

- Manage overall day-to-day business operations, including client intake, scheduling, on-boarding providers and responding to all inquiries promptly.
- Maintain compliance with all relevant laws and regulations to uphold the highest standards of service and legal adherence.
- Spearhead bi-weekly payroll processes, oversee daily deposits, meticulously handling accounts receivables, and managing patient billing operations.
- Develop and communicate work schedules for clinicians, fostering a collaborative and efficient work environment, contributing to the continuous improvement of services.
- Manage all media relations efforts, both traditional and digital, to enhance brand visibility and reputation.

### INTAKE COORDINATOR

Feb 2020 - Sep 2022

Renewed Mental Health

- Initiated the intake process for all clients, ensuring a seamless and positive experience from initial contact to service initiation.
- Maintained effective communication between therapists and clients, fostering a positive and collaborative therapeutic environment.
- Managed daily operations, including scheduling appointments, checking clients in/out, and collecting copays, ensuring a smooth and efficient front-office experience.
- Ensured strict compliance with all relevant laws and regulations to uphold the highest standards of client care.

- Developed training materials and protocols to facilitate a comprehensive understanding of operational procedures.

## SOFTWARE PROFICIENCIES AND TECHNICAL SKILLS

- Proficient in Microsoft 365 applications such as: Excel, Outlook, Word, and Powerpoint
- Proficient in Quickbooks such as: billing, invoicing, and payroll
- Social Media Management Experience such as: Facebook Meta, Instagram Meta, Webpage, and Email
- Web design through SquareSpace to build, content create, and image create

## SPECIAL INTERESTS

- Member September 2022-Present

The National Society of Leadership and Success, Joplin, Missouri

- Board Member December 2023-Present

Missouri Southern State University Healthcare Administration Advisory, Joplin, Missouri