



**Lydia I. Hernandez**  
**Training Coordinator, Staff Development**  
email: lydia.hernandez3g@gmail.com | Ph: 619-735-1955

#### CORE COMPETENCIES

##### Technology

Microsoft Office  
eLearning HealthStream  
SharePoint  
Electronic Medical Records  
Adobe Captivate  
Press Ganey Surveys

##### Management

Scheduling  
Employee Training  
Project Tracking & Reporting  
Lean, Yellow Belt Six Sigma  
High Reliability Organization

##### Additional Skills

Customer Service  
Basic Life Support Certified  
Inventory Management  
Strategic Development  
Relationship Building

#### CAREER EXPERIENCE

**Sharp HealthCare, Sharp Rees-Stealy Medical Centers; San Diego, CA** 08/2014 - 08/2017  
**Training Coordinator - Training & Education Department**

- Trained all new Sharp Rees-Stealy clinical and front desk staff on computer applications EMR 1 to 20 ppl each week 1 to 5 day class, customer service, soft skills, AIDET, New Employee Orientation, Telephone standards, every week throughout the year.
- Managed Sharp Rees-Stealy staff Preceptorship of over 200 employee's by tracking survey and training.
- Helped develop and trained Basic Conversational Medical Spanish, 6 week course, 3 times a year, opened to all San Diego County.
- Assist Sharp Rees-Stealy management and On Boarding Specialist, with all staff transition into their Sharp Rees-Stealy role throughout their employment.
- Responsible for general administrative functions, keeping calendars, class rooms, supplies, meetings and projects.
- Evaluate all front line employees yearly via HealthStream, e-learning system, as well as monthly rounding surveys, and secret shopping.
- Provide front line support via remediation, one on one training, e-learning, or developing full departmental training.
- Evaluate effectiveness of training programs; compile results of class evaluations.
- Utilize communications skills to motivate personnel and develop effective working relationships with peers; collaborating with colleagues to analyze and develop network training goals that aligned to company deliverables.

**Sharp HealthCare, Sharp Rees-Stealy Medical Centers; Chula Vista, CA** 12/2010 - 08/2014  
**Business Service Representative - Urgent Care**

- Efficiently trained new Urgent Care staff, utilizing knowledge of insurances.
- Managed and ordered all supplies for urgent care department including clinical supplies.
- Assisted Urgent Care Administration department as well as the Training and Education departments with reports, classes and special projects.
- Worked in conjunction with physicians and clinical staff to take care of patients' administrative needs.
- Responsibilities included checking in patients for appointments, collecting patient co-pays, answering telephones, taking accurate messages, scheduling appointments and checking insurance eligibility.
- Utilized electronic record system to verify and update patient demographic information, as well as posting and balancing of payments collected.

**Wal-Mart; Chula Vista, CA**

07/2008 - 04/2011

**Sales Associate - Pharmacy Department**

- Expertly performed cashier, clerk, and customer service, stocking and training new staff.
- Provided input of patient information, prescriptions and insurance.

#### EDUCATION & CAREER DEVELOPMENT

**Alliant International University; San Diego, CA**  
**Bachelors of Science in International Business Administration**

12/2008

**Languages: Bilingual- Spanish**