

Emma Fernandez

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Education

California State University, Chico
Bachelor of Science in Health Science May 0000
Emphasis: **Health Services Administration** **GPA: 3.3**
Certificate: Emergency Medical Services Administration

Butte Community College
Associate in Science in **Early Childhood Education** May 0000

Health Services Experience

Butte County Behavioral Health Chico, CA
Health Services Administration Intern January 0000 - present

- Assessed client needs in private and group settings
- Coordinated meetings with clients and personnel in a legal environment, such as probation hearings
- Provided a comforting environment for dual diagnosis clients through each phase of the program

Health Services Department, CSU Research Foundation Chico, CA
Research Assistant February 0000 - February 0000

- Utilized research and writing skills to build abstracts for an article database
- Acquired knowledge of the processes and procedures of implementing a Level II trauma center
- Demonstrated the ability to work quickly and accurately under a deadline

Management/Customer Service Experience

Ace Hardware Chico, CA
Office Manager May 0000 - Present

- Managed accounts receivable of customer accounts on a daily basis
- Demonstrated the ability to multi-task efficiently in a fast-paced customer service environment
- Trained and supervised employees on registers and how to handle customer accounts

Newman Center Chico, CA
Student Leader/Choir Leader August 0000 - September 0000

- Provided a cheerful environment for the congregation
- Led an enthusiastic and highly praised choir of four people
- Demonstrated positive “team-player” skills at events

Johnny Rockets, Inc. Irvine, CA and Costa Mesa, CA
Waiter/Entertainer February 0000 - March 0000

- Earned a 100% on a secret shopper survey for providing excellent customer service
- Contributed to the 1940s atmosphere by performing for customers (singing and dancing with ketchup bottles)
- Collaborated with corporate personnel to achieve sales and operational goals
- Demonstrated flexibility by rotating between three locations to accommodate corporate needs

Activities

President, CSU Chapter of the American College of Healthcare Executives
Hospitality Chair, CSU Chapter, Up 'til Dawn with St. Jude's Children's Research Hospital