

DENITRA ZELLNER

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PROFESSIONAL SUMMARY

Dedicated and results-driven cybersecurity professional with a comprehensive background in safeguarding sensitive information and ensuring compliance with federal regulations. Seeking a challenging position in federal cybersecurity, leveraging expertise gained in roles such as a Release of Information Specialist, Registrar, and Medical Abstractor. Proven ability to excel in patient data protection, secure communication, and information security, with a robust understanding of regulatory frameworks including HIPAA, GDPR, and NIST. Adept at implementing and optimizing security measures to fortify organizational resilience against cyber threats. Committed to contributing technical proficiency, regulatory adherence, and strategic problem-solving skills to enhance federal cybersecurity initiatives.

EDUCATION & CERTIFICATIONS

Cybersecurity Certificate | Fundamentals of Cybersecurity

Emory University

Associate of Science (A.S.) Healthcare Management

Ultimate Medical Academy

Certified CompTIA Security + - In Progress

PROFESSIONAL DEVELOPMENT

OMB Circular A-130: In-depth understanding of OMB Circular A-130, guiding the management of federal information resources and emphasizing strategic planning for cybersecurity.

Healthcare Compliance: HIPAA (Health Insurance Portability and Accountability Act): Thorough knowledge of HIPAA regulations, including the Privacy Rule (45 CFR Part 160 and Subparts A and E of Part 164), ensuring secure handling of protected health information (PHI) within federal cybersecurity initiatives.

Customer Grievance Resolution Policy: Implements procedures aligning with ISO 10002:2018 (Policy CS-001) for handling customer grievances, ensuring a systematic and fair approach.

Privacy and Confidentiality Policy: Complies with ISO/IEC 27001:2013 (Policy CS-005) for procedures on handling and safeguarding customer information with utmost privacy. Familiarity with the Privacy Act (5 U.S.C. § 552a) to ensure secure handling and privacy of sensitive information.

Secure Collaboration in Global Logistics Networks with NIST Guidelines: Skilled in establishing and maintaining secure collaborations within global logistics networks, implementing encryption and access controls following NIST guidelines to protect sensitive information shared among partners and stakeholders, in compliance with FISMA regulations and standards.

Service Level Agreement (SLA) Commitments Policy: Meets ISO/IEC 20000-1:2018 (Policy CS-017) standards, specifying agreed-upon service levels, response times, and resolution timelines for customer support.

Integrated Supply Chain Security with NIST Framework: Proficient in developing and implementing supply chain security protocols aligned with the NIST Cybersecurity Framework, ensuring the secure and efficient flow of goods while adhering to FISMA requirements for robust information security measures.

Privacy Impact Assessment (PIA): Demonstrate proficiency in the execution of Privacy Impact Assessments (PIA), systematically evaluating and managing privacy risks associated with the collection and processing of personal information. Ensure a thorough understanding of privacy implications, enabling informed decision-making and adherence to privacy regulations.

Policy Development and Implementation: Showcase expertise in crafting and implementing comprehensive information security and privacy policies. Demonstrate skill in translating complex regulatory requirements into actionable policies, providing clear guidance for organizational practices.

PROFESSIONAL EXPERIENCE

Patient Service Representative

April 2023 to Present /40hrs.

Piedmont Urgent Care by WellStreet | Cartersville, GA

In my role as a Patient Service Representative, I have consistently demonstrated a commitment to patient data protection, secure communication, and information security. Providing exceptional customer service, I address patient inquiries and concerns while prioritizing the confidentiality and integrity of their sensitive information. Adept at verifying insurance eligibility and coverage, I ensure compliance with HIPAA regulations in the meticulous filing and maintenance of patient records. Leveraging the Epic system for appointment scheduling, I have streamlined processes, always mindful of the paramount importance of secure communication and information privacy. Furthermore, I exhibit financial accountability by balancing daily deposits and credit card payments. In this capacity, I have excelled in creating a secure and compliant environment, aligning with global standards such as HIPAA, GDPR, and NIST to safeguard patient data and uphold the highest levels of information security.

Key Achievements:

HIPAA Compliance Champion: Ensured rigorous adherence to HIPAA regulations by consistently filing and maintaining patient records securely, safeguarding sensitive information.

Expert in Insurance Verification: Successfully verified insurance eligibility and coverage for patients, demonstrating a meticulous approach to privacy compliance.

Secure Communication Advocate: Prioritized secure communication channels to protect patient information, implementing best practices in information security.

Epic Proficiency: Utilized Epic with precision for appointment scheduling, streamlining processes while maintaining the highest standards of data security.

Financial Accountability: Balanced daily deposits and credit card payments, showcasing a keen eye for financial transactions within a healthcare environment.

Comprehensive Understanding of Global Standards: Demonstrated expertise in navigating and aligning with international regulations, including GDPR and NIST, ensuring a globally compliant approach to data protection.

Lead International Shipping Specialist

April 2021 to Aug 2022 / 40hrs.

Kenco Logistics | Roswell, GA

In my role as the Lead International Shipping Specialist at Kenco Logistics, I meticulously adhered to company policies and procedures, consistently delivering quality work. My commitment to customer satisfaction was demonstrated through attentive listening and prompt response to customer requests, facilitating the seamless flow of information to superiors. Recognizing the dynamic nature of international shipping, I excelled in interpreting clients' needs and tailoring services to meet specific requirements. My responsibilities extended to gathering, organizing, and inputting information into a digital database, ensuring the accuracy and accessibility of critical shipping data. Beyond operational efficiency, I maintained a comprehensive understanding of market conditions, compliance standards, and best practices, contributing to the organization's resilience in navigating complex international logistics landscapes.

Key Achievements:

Strategic Client Engagement: Successfully interpreted clients' needs, introducing tailored services to meet specific international shipping requirements, resulting in increased customer satisfaction and retention.

Efficient Data Management: Implemented effective data management practices by gathering, organizing, and inputting information into a digital database, enhancing the accuracy and accessibility of critical shipping data.

Market Intelligence Expertise: Maintained a current understanding of market conditions, compliance standards, and best practices in international shipping, ensuring the organization's adaptability and competitiveness in a dynamic global marketplace.

Compliance Excellence: Ensured compliance with international shipping regulations and standards, contributing to the organization's ability to navigate complex compliance landscapes and minimize operational risks.

Effective Communication Facilitator: Facilitated seamless communication between customers and superiors by actively listening to customer requests and forwarding necessary information, fostering a responsive and customer-centric approach within the team.

Continuous Improvement: Actively sought opportunities for process optimization and improvement within the international shipping domain, enhancing overall operational efficiency and aligning with evolving industry standards.

Registrar

Jan 2021 to March 2021 / 40hrs.

Wellstar Cobb Hospital | Austell, GA

In my role as a Registrar at Wellstar Cobb Hospital, I demonstrated a steadfast commitment to patient data protection, secure communication, and information security. Greeting every guest with a personable approach, I provided knowledgeable service while ensuring the utmost confidentiality and integrity of patient information. To uphold the highest standards of information security and privacy compliance, I diligently updated the computer system with the latest information, maintaining current and accurate records. Proactively, I developed and implemented registration policies, procedures, and timelines to streamline administrative processes, ensuring a secure and efficient patient registration experience. My brief yet impactful tenure at Wellstar Cobb Hospital reflects my unwavering dedication to adhering to regulations such as HIPAA, GDPR, and NIST in safeguarding patient data and fostering a secure healthcare environment.

Key Achievements:

HIPAA Compliance Champion: Ensured meticulous adherence to HIPAA regulations by implementing registration policies and procedures that prioritized patient data protection and confidentiality.

Secure Communication Advocate: Fostered a culture of secure communication by incorporating encryption measures and privacy-focused practices during guest interactions, thereby enhancing overall information security.

Efficient Information Management: Updated the computer system with the latest information, maintaining current and accurate records, showcasing a commitment to information accuracy and data integrity.

Privacy Compliance Expertise: Developed and implemented registration policies and timelines that not only streamlined administrative processes but also adhered to GDPR standards, ensuring comprehensive privacy compliance.

Physician-Patient Data Facilitator: Played a key role in retrieving medical data for physicians and patients, ensuring the secure and confidential exchange of sensitive healthcare information.

Proactive Policy Development: Proactively developed and implemented registration policies, procedures, and timelines, contributing to the establishment of a secure and efficient patient registration system aligned with NIST guidelines and industry best practices.

Medical Abstractor

Jan 2020 to Dec 2020 / 40hrs.

Aerotek | Jacksonville, FL

During my tenure as a Medical Abstractor, I showcased a profound commitment to patient data protection, secure communication, and information security. My role involved the meticulous identification, compilation, abstraction, and coding of patient data, utilizing standardized classification

systems. Handling both outgoing and incoming requests for medical records from various sources, I prioritized the secure and confidential exchange of sensitive healthcare information. In addition to ensuring compliance with regulations such as HIPAA, GDPR, and NIST, my efforts contributed to the establishment of robust information security practices within the organization.

Key Achievements:

HIPAA Compliance Excellence: Demonstrated strict adherence to HIPAA regulations by consistently identifying, compiling, and abstracting patient data with a focus on confidentiality and privacy.

Secure Communication Implementation: Implemented secure communication protocols during the processing of outgoing and incoming requests for medical records, ensuring the protected exchange of sensitive healthcare information.

Comprehensive Data Coding: Employed standard classification systems for the accurate coding of patient data, contributing to the organization's commitment to maintaining data integrity and precision.

Efficient Record Handling: Processed both outgoing and incoming requests for medical records from multiple sources, showcasing efficiency while maintaining a strong emphasis on information security and privacy.

GDPR Compliance Champion: Ensured adherence to international data protection standards by incorporating GDPR principles into the abstraction and coding processes, reflecting a commitment to global privacy compliance.

NIST Guidelines Adherence: Aligned abstraction and coding practices with NIST guidelines, contributing to the establishment of a secure framework that adheres to industry best practices in information security.

Release of Information Specialist

Aug 2018 to July 2019 / 40hrs.

Iron Mountain | Jacksonville, FL

As a Release of Information Specialist, I exhibited a strong commitment to patient data protection, secure communication, and information security. My responsibilities included releasing information to individuals and agencies in strict accordance with regulations, ensuring the confidentiality and integrity of sensitive healthcare data. Actively managing phone calls from attorneys, insurance companies, and patients, I maintained a secure and responsive communication channel. Leveraging MRO and Epic platforms, I performed meticulous data entry functions, contributing to efficient and secure information handling. Throughout this role, I consistently adhered to regulations such as HIPAA, GDPR, and NIST, reinforcing the organization's commitment to robust information security practices.

Key Achievements:

Regulatory Adherence: Released information in strict accordance with regulations, demonstrating an unwavering commitment to compliance with HIPAA, GDPR, and other applicable standards.

Secure Communication Handling: Managed phone calls from attorneys, insurance companies, and patients with a focus on secure and confidential communication, establishing a trusted and responsive interaction framework.

Efficient Data Entry: Utilized MRO and Epic for data entry functions, ensuring accurate and secure processing of sensitive information, and contributing to the overall efficiency of information handling processes.

Attorney and Insurance Liaison: Established effective communication channels with attorneys and insurance companies, fostering collaboration while prioritizing the secure exchange of information.

Privacy Awareness Advocate: Promoted privacy awareness and adherence to regulations by incorporating HIPAA, GDPR, and NIST guidelines into daily practices, contributing to a culture of information security within the organization.

Comprehensive Information Handling: Demonstrated meticulous handling of sensitive information using MRO and Epic, reinforcing the organization's commitment to data protection and adherence to industry standards.

Customer Service Representative**July 2014 to July 2016 / 40hrs.**

UF Health Total Care Clinic | Cartersville, GA

During my tenure as a Customer Service Representative, I consistently upheld a commitment to patient data protection, secure communication, and information security. My role involved scheduling patient appointments, managing customer inquiries, and providing professional and courteous responses. In addition to actively listening to customer concerns and addressing them promptly, I maintained a keen focus on privacy and security, escalating major issues to supervisors as needed. Furthermore, I cross-trained and provided backup support for organizational leadership, contributing to a culture that prioritized patient information security while delivering exceptional customer service.

Key Achievements:

HIPAA-Conscious Appointment Scheduling: Demonstrated awareness and adherence to HIPAA guidelines while scheduling patient appointments, ensuring the secure handling of sensitive patient information.

Professional Customer Inquiry Handling: Managed customer inquiries and suggestions courteously and professionally, emphasizing the importance of secure communication in all interactions.

Effective Issue Escalation: Actively listened to customers, addressed concerns promptly, and escalated major issues to supervisors when necessary, showcasing a commitment to information security and problem resolution.

Cross-Training and Backup Support: Cross-trained in various roles and provided backup support for organizational leadership, contributing to a resilient and adaptable team while maintaining a focus on secure data practices.

Proactive Information Security Measures: Implemented proactive information security measures during customer interactions, aligning practices with industry standards such as HIPAA to protect patient data.

Continuous Improvement Advocate: Actively sought opportunities for continuous improvement in customer service processes, emphasizing secure communication and data protection in alignment with evolving industry standards and organizational needs.

TECHNCIAL PROFICIENCIES

Ticketing Tools: ServiceNow | Jira | Zendesk | Freshdesk | BMC Remedy | SolarWinds | Service Desk

Data Analytics: Tableau | Microsoft Power BI | Google Analytics | Apache Hadoop | Apache Spark | SAS Analytics | IBM Cognos Analytics | QlikView

KEY SKILLS

Leadership and Team Management | Strategic Planning and Execution | Information Security and Privacy | Customer Service Excellence | Compliance and Auditing | Inventory Management | Communication and Interpersonal Skills | Continuous Improvement | Training and Development | Risk Management | Regulatory Adherence | Security Awareness | Transportation Logistics | Routing Strategy Development | Data Tracking Systems | Financial Reporting | Multi-Channel Customer Support | Phishing Campaign Participation Expense Control | Interpersonal Relationship Building | Problem Resolution | Employee Recognition and Rewards | Regulatory Compliance in Transportation | Customer Engagement Strategies
