**MARCO MARSHALL**

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**PROFESSIONAL SUMMARY**

Detail-oriented and compassionate Healthcare Management major with experience in healthcare operations, patient services, and regulatory compliance. Combines business acumen with a foundational understanding of health science to support quality care and administrative efficiency. Skilled in EHR systems, HIPAA compliance, and team coordination within clinical and nonprofit healthcare environments.

**SKILLS SUMMARY**

* Healthcare Administration and Scheduling
* HIPAA Compliance and EHR Systems
* Patient Communication and Customer Service
* Healthcare Billing and Insurance Verification
* Public Health Policy and Community Outreach
* Microsoft Office, Epic Systems, Google Workspace
* Data Entry and Information Management

**EDUCATION**

Bachelor of Business Administration in Healthcare Management Expected: May 2026

Marshall University Huntington, WV

GPA: 3.8

*Minor: Health Science*

**INTERNSHIP EXPERIENCE**

Cabell Huntington Hospital Huntington, WV

Healthcare Administration Intern June 2023 – Aug. 2023

* Assisted with patient intake audits and coordination of daily scheduling operations.
* Maintained and updated electronic health records (EHR) in compliance with HIPAA standards.
* Supported quality improvement initiatives related to patient satisfaction and access to care.

**WORK EXPERIENCE**

Valley Health Systems Huntington, WV

Patient Services Associate Sept. 2022 – May 2023

* Provided front-desk support, verified insurance, and scheduled appointments for multi-provider clinic.
* Addressed patient concerns with empathy and professionalism while ensuring accurate documentation.