

Objective: Looking to establish a footprint with a company that can challenge me as well allow me to grow with my skill set.

Work Experience

Regional Office Manager- Mobile Crisis Outreach Team

Compass Health - Bellingham, WA

October 2020 to Present

- Hires, supervises, and trains clerical/support/office personnel.
- Plans, oversees, and supervises the flow of support work for the Program(s).
- Provides technical assistance to all support staff as requested by Manager.
- Develops and implements forms and procedures following accepted organization protocol.
- Oversees and ensures accurate, timely processing of required paperwork including client charts.
- Monitors client charts, files, manuals, minutes, clinical paperwork and required reports.
- Secure funding for transportation, and other resources for clients.
- Performs and/or supervises billing and/or other data entry as needed.
- Participates in regularly scheduled supervision and team meetings.
- Demonstrates respect for diversity and a commitment to developing multicultural competency and sensitivity.
- Meets regularly with community partners to coordinate program coordination and collaboration.
- Provides training and comprehension guidance for staff members at varies levels.
- Coordinates staffing and schedules for weekly coverage.
- Provides secretarial support including word processing, filing, faxing, copying, and greeting consumers, answering client and customer questions.
- Requisitions supplies and equipment according to agency procedures.
- Remains compliant with required trainings and certifications.
- Behaves in an ethical and professional manner consistent with agency policy, state law, and licensing entities if applicable.
- Understands and practices safekeeping of client protected health information per Compass Health's HIPAA and other agency policies and procedures.

Social Media Coordinator & Community Liaison

Edmonds Community College - Edmonds, WA

July 2022 to January 2024

- Create & Maintain website for department.
- Conduct workshops specialized to need for students.
- Manage all social media posts and coordination to include but not limited to Facebook, Instagram, Discord, and all google platforms.
- Meeting with students regarding students' needs.
- Managing & venting all resources on website
- Creating and Coordinating events

Community Liaison

AmeriCorps - Edmonds, WA

November 2021 to July 2022

- Create & Maintain website for department.
- Conduct workshops specialized to need for students.
- Manage all social media posts and coordination to include but not limited to Facebook, Instagram, Discord, and all google platforms.
- Meeting with students regarding students' needs.
- Managing & venting all resources on website
- Creating and Coordinating events

Admin Support III

Compass Health - Bellingham, WA

January 2017 to October 2020

- Performs client pre-intakes (PAP preparation, screening, and rooming and/or connecting with clinician)
- Schedule Clinician/ Prescriber appointments
- Performs weekly data entry of client service records/client registration and files.
- Tracks and helps implement changes in office policies and procedures.
- Collects data necessary to prepare reports.
- Maintain, training and troubleshoot new telehealth system.
- Maintains EMR for all clinic clients.
- Help maintain and gather client signed documentation as needed.
- Participates in regularly scheduled team meetings, other meetings as requested.
- Understands and practices safekeeping of client protected health information per Compass Health's HIPAA
- Acts as Receptionist as needed.
- Participates in Health Equality Committee
- Participates in Union/Labor Management meetings & Delegate duties.

Assistant Program Coordinator

Cascade Connections - Lynden, WA

April 2017 to July 2018

- Maintain Employee Schedules
- Managing employees' files and employees
- Care giving for 8 Developmentally Disability Adults
- Training & peer coaching
- Health & safety Manager
- Financial management
- Medical management
- Medication administration for 8 clients

Operations Manager

MCUSA Consulting LLC - Bellingham, WA

August 2015 to January 2017

- Manage operations of Call Center & Personnel
- Manage health system programs.
- Manage communications & Compliance.
- Educate Call Center personnel & field staff.
- Training & on-boarding of new hospital systems.
- Hiring & firing of personnel
- Assisting in contract negotiation and writing

Commodity Manager

Waste Stream - Bothell, WA

March 2014 to December 2016

- Monitor & Coordinate commodities import & export.
- Negotiate & Sell materials.
 - Inventory management & distribution of materials
 - Report all operational/ procedural activity in the field to the COO.
 - Maintain entry/design/maintenance of database daily.
 - Educate facility managers on classification of product, and best procedures.
 - Track & separate commodities into appropriate categories for disposal
 - Execute & approve reconciled data per scrap check.
 - Evaluate & maintain weight tickets, monitor scrap remittance.
 - Maintain & execute annual calibration logs/ maintenance.

Crystal Thompson * [REDACTED] * [REDACTED] * Bellingham, WA

- Collect & maintain vendor portfolios based on ISO 14000
- Collect & maintain regional scrap prices.
- Effectively communicate w/ warehouse managers/ regional managers/ scrap yards & vendors.
- Management & Execution of functioning schedule completion
- Revenue/ cost analysis & reports, budget forecasts, and inventory values
- Maintain agendas, action items during weekly operations meetings.
- Assist with E-waste program.

Operations & Projects Manager

Waste Stream - Bothell, WA

July 2006 to March 2014

- Direct & coordinate activities of business or departments concerned w/ production, pricing, sales or distribution of products.
- Review financial statements, sales and activity reports, and other performance data measuring production & goal levels.
- Establish & implement departmental policies, goals, objectives and procedures, conferring w/ board members, organization officials, and staff members as needed.
- Locate, select, and produce merchandise for resale.
- Manage the movement of goods into and out of production facilities.
- Analyze internal processes, recommend & implement procedural, or policy changes to improve operations.
- Prepare contract proposals, quarterly & yearly forecasts.
- Logistics scheduling & research

Aircraft & Ship Maintenance/ Crew Operations, Cargo Handling

Petty Officer 2nd Class- Boatswainmate - Everett, WA

September 2001 to July 2006

- Blueprint/ technical diagrams processing
- Classroom/ behavior management
- Driving/ maneuvering skills
- Electrical code specifications/ standards, electronic equipment calibration
- Fire & Hazardous material protection techniques
- Fire Safety, Firearm handling & maintenance
- Industrial equipment operation
- Inventory management & distribution
- Message traffic analysis, Process analysis & improvement
- Project management, Safety & occupational health
- Schedule/ itinerary planning
- Surveillance techniques, Teaching/ instruction new recruits
- Logistic support
- Operational system testing/ evaluation
- Master painter/ paint mixer
- 1st class swimmer

Education

Master's in business- Concentration in Cyber Security/Certification in Non-Profit Management

American Public University System - Bellingham, WA

August 2020 to December 2021

Certification in Administrative Medical Assistant in Medical Assistant

Lakewood University - Cleveland Heights, OH

Crystal Thompson * [REDACTED] * [REDACTED] * Bellingham, WA

June 2020 to December 2021

Lakewood University - Cleveland Heights, OH

Bachelor's in science- Specialization in Business Administration

Everest University

December 2011 to October 2013

Military Service

Branch: Navy

Service Country: United States

Rank: BM2

September 2001 to June 2006

Awards

Peggy Allen Award

September 2020

For demonstrated excellence in service-mindedness and steadfastness in their work in community mental health.

Certifications and Licenses

NCIP (Nationally Certified Intervention Professional)

July 1, 2024

CPR/AED/ First Aide Trainer

February 2024

Food Handlers

February 2020 to February 2022

Life Coach Certification

August 2020 to Present

Certification #: 9H403FDK

Mindfulness Certification

September 2020 to Present

Certification #: 4614XKW5

Certified Medical Administrative Assistant (CMAA)

November 2020 to November 2022

Certification #: F3M9Y2G8

Anxiety Awareness Certification

March 2021 to Present

Certificate #: USIMXEJX

Advanced Cognitive Behavioral Therapy (CBT) Certification

April 2021 to Present

Certification #: 5UN01WTU

Crystal Thompson * [REDACTED] * [REDACTED] * Bellingham, WA

Queer Competency Certification

August 2022 to Present

Received from Embody Emerge LLC.

Groups

The Society for Collegiate Leadership & Achievement

January 2022 to Present

community of Game Changers, supporting your success in college, work, and life.

Additional Information

Crisis Text Line Volunteer- 7 cups 2019-Current