

Sylvia R. Jimenez
Miami, Florida | syljimen@gmail.com

Bilingual (English-Spanish) outreach and patient support professional with experience in community engagement, healthcare communication, patient coordination, and relationship building across educational and medical settings. Skilled at guiding individuals through complex processes and supporting diverse populations with empathy. Background includes healthcare administration and nursing coursework.

Core competencies

Fluency in English and Spanish • Patient Communication • Community Outreach • Care Coordination • Medical Terminology • HIPAA & Confidentiality • Health Education • Public Speaking • Data Entry and Documentation • Administrative Support

Experience

Member Outreach Officer | Educational Federal Credit Union

Miami, Florida (2023-present)

- Lead community outreach and educational presentations at schools, events, and organizational meetings serving diverse populations
- Build trusted relationships with individuals and families by explaining services, answering questions, and guiding them through enrollment
- Handle sensitive personal and financial information with accuracy and confidentiality

Communications Assistant | The Country Club of Florida

Village of Golf, Florida (2017-2020)

- Managed organizational communications, website updates, event announcements, maintaining administrative records with discretion to protect members' privacy

Marketing Coordinator | Vascular Surgery Specialists

Boynton Beach, Florida (2013-2017)

- Strengthened patient relationships and community visibility for a busy surgery practice
- Interviewed patients regarding experience and satisfaction

Public Information and Public Education Coordinator | Parkland Health & Hospital System

Dallas, Texas (1998-2000)

- Coordinated community outreach and public health education initiatives focused on prenatal, maternal and child health for Dallas Healthy Start
- Organized agendas, food, and travel arrangements for other Healthy Starts who came to be mentored
- Developed editorial educational materials and ordered promotional items with assigned budget

Patient Coordinator | University of Miami School of Medicine

Miami, Florida (1992-1995)

- Coordinated patient appointments, hospital admissions, referrals, and follow-up communication for the Chairman of the Department of Surgery
- Served as liaison between physicians, patients, and families to ensure continuity of care
- Maintained patient charts, medical records, and databases with accuracy and confidentiality

Education

Bachelor of Science in Nursing (Coursework) | Florida Atlantic University

Davie, Florida (2020-2022)

- Completed extensive Bachelor of Science in Nursing coursework and clinical training

Bachelor of Arts in Communications (Journalism) | University of Texas at Arlington

Arlington, Texas (1995-1996)

Communications/Journalism | Florida International University

Miami, Florida (1994-1995)

Associate in Arts | Miami-Dade Community College

Miami, Florida (1990-1994)