

BRADLEY DION

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OBJECTIVE

Motivated and adaptable professional with over a decade of diverse experience in healthcare administration, customer service, sales, and marketing. Seeking a stable, long-term career opportunity that offers growth, skill development, and the ability to contribute meaningfully to the local community. Dedicated to building positive workplace culture and expanding professional expertise while providing excellent service and support to both clients and colleagues.

PROFESSIONAL EXPERIENCE

Hillsboro Medical Center – Cardio Clinic – Health Plan Coordinator

June 2025 – Present | Hillsboro, OR

- Manage patient referral and authorization processes across diverse insurance plans.
- Secure prior authorizations for procedures, diagnostics, and medications (oral, infusion).
- Verify insurance eligibility and maintain up-to-date demographic and billing records.
- Coordinate copay and drug assistance support for patients.
- Provide exceptional phone triage and front desk support with accurate EMR usage.
- Assist with check-in/out, appointment scheduling, and patient inquiries with professionalism and discretion.

Hillsboro Medical Center – Emergency Department – Admitting Representative

January 2025 – June 2025 | Hillsboro, OR

- Provided compassionate and efficient check-in and registration services for emergent patients.
- Maintained accuracy in verifying insurance and collecting co-pays.
- Coordinated appointment scheduling and ensured accurate patient information in EMRs.
- Handled high-volume calls, triaged requests, and delivered seamless communication between staff and patients.

The Oregonian Media Group – Senior Account Associate

February 2022 – March 2025 | Portland, OR

- Manage client advertising accounts across digital and print media.
- Develop and present marketing solutions tailored to business needs.
- Coordinate internal teams for successful ad campaign execution.
- Contributed to Diversity, Equity & Inclusion subcommittee to improve workplace culture.

Bath Fitter – Office Manager / HR Representative / Event Coordinator / Lead Generator

2016 – 2022 | Clearwater, FL

- Oversaw office operations, event coordination, and recruitment.
- Tracked payroll and onboarding, ensuring policy compliance.
- Generated leads and managed sales pipeline, boosting regional engagement.
- Maintained vendor relations and organized community outreach events.

The Home Depot – Various Roles – Head Cashier / Front End Supervisor / Service Desk Associate

2013 – 2016 | Portsmouth, NH & Largo, FL

- Led front-end operations including cashiers, service desk, and returns processing.
- Provided training and mentorship to new team members and seasonal hires.
- Resolved escalated customer concerns with professionalism and efficiency.
- Managed registers, scheduled breaks, and coordinated with management to ensure optimal customer flow.
- Supported daily operations including opening/closing procedures, loss prevention, and POS troubleshooting.

Rite Aid/ Walmart / Hannafords / Pizza Hut / Longhorns– Various Customer Service, Sales, and Leadership Roles

2005 – 2013 | New England Area

- Delivered high-level service in fast-paced retail and restaurant environments.
- Led teams, managed inventory, trained staff, and handled escalated customer issues.
- Developed interpersonal and multitasking skills foundational to future career growth.

EDUCATION & CERTIFICATIONS

Full Stack Web Development Certificate – BloomTech Institute

Cosmetology License & Certificate of Completion – Empire Beauty School – Lowell, MA

High School Diploma – Pinkerton Academy – Derry, NH

SKILLS & STRENGTHS

- Patient Scheduling & EMR Systems (Epic, etc.)
- Insurance Verification & Authorization
- Customer Service & Call Center Experience
- Digital Marketing & Sales Strategy
- Staff Supervision & Training
- Microsoft Office & Google Workspace
- Bilingual (English / Beginner Spanish – conversational understanding)
- Adaptable, Inclusive, and Mission-Driven
- Creative Problem Solving & Cross-Functional Team Collaboration

References

Upon Request