

Jacob Allen Jackson

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Professional Objective:

Solutions focused, collaborating, effective communicator with five plus years of personnel and clinical operations management experience seeking growth opportunity to enhance my technical, project management, and analytical skills.

Professional Profile:

Mayo Clinic

Clinic Operations Supervisor, Office of Access Management (January 2011-present)

- Proactively created, proposed and lead patient waitlist initiative in Pulmonary
- Managed divisional new patient initiative strategy successfully
- Improved customer service levels in the Sleep Medicine appointment office
- Analysis and recommendations of appointment information and SOP information
- Division Migration Manager for two divisional scheduling migrations
- Co-lead team of employees for appointment coordinator newsletter
- Implemented Schedule after speaking to the patients initiative in all three divisions

Mayo Clinic

Clinic Operations Assistant Supervisor (October 2008-January 2011)

- Divisional Project Manager for Department of Medicine Check Out-Desk
- Lead cross functional team charged with improving the scheduling of diabetic patients across multiple divisions and departments
- Divisional lead for implementation of new medication prescribing tool
- Team member for floor remodel project

Mayo Clinic

Outpatient Operations Assistant Supervisor, (December 2006-October 2008)

- Led our Clinical Assistants in Mayo Clinic's Care Team Rooming Process Pilot
- Divisional lead for implementation of new prescribing tool
- Performed problem solving of immediate operational issues
- Revised Baldwin 3 Code Pink assignments and map

Mayo Clinic

Clinical Assistant, Executive Health (December 2005-December 2006)

- Facilitated patient visits and support the health care provider by anticipating and responding to patient needs and requests of the health care team
- Proactively anticipated patients and providers needs on a daily basis
- Routinely trained new employees in desk functions and processes including tools
- Was the desk representative on the scheduling guidelines group for Preventive Medicine and Executive Health
- Member of the PTO guidelines committee
- In charge of the Executive Health library

Certifications:

- Silver Level Mayo Quality Fellow, December 2011
- Bronze Level Mayo Quality Fellow, September 2010
- Basic Life Support Certified, expires March 2013

Education:**Augsburg College, Rochester, MN**

Master of Business Administration (July 2012)

Winona State University, Winona, MN

Bachelor of Science degree-Physical Education Teaching (May 2005)

Coaching Minor (May 2005)

Developmental Adaptive Physical Education Licensure (May 2005)

Rochester Community & Technical College, Rochester, MN

AA degree in Liberal Arts & Studies (May 2001)

Volunteer Experience

- Gift of Life Transplant House Run/Walk worker, June 2012

References:

- Available upon request.