

# Megan A. West

## Experience:

State of Utah Department of Human Services

Project Support Specialist Division of Substance Abuse and Mental Health

May 2018-present

- Support the Project manager on the State Targeted Response (STR) grant
- Work closely with the Utah Society of Addiction Medicine board
- Attend meetings with community partners
- Offer support to community partners and local authorities

Equilibrium Healthcare Dr. Amy de la Garza

February 2018-present

Community Outreach, Marketing, & Medical assistant

- Direct patient care in an addiction medicine practice
- Community outreach

Mountain View Hospital, Idaho Falls, Idaho

April 2016-July 2017

Assistant Compliance & Risk Manager

- HIPAA employee audits and investigations
- Monthly Medicare clinic chart audits
- Tracking and trending recalls & notifying appropriate managers
- Weekly risk management presentation at new employee orientation
- Process improvements
- Patient complaint investigation that follow federal and state guidelines
- Member of Quality Assurance committee and Safety committee
- Managing implementation of updated fall prevention policy and program
- Timeline creation for sentinel events
- Root Cause analysis when situations arise
- Implementing new event reporting system
- Surgery and procedure observations
- Risk manager for Blackfoot Medical Clinic
- Compliance audits throughout Evident EMR software

Classic Aviation, Idaho Falls, Idaho

Sept. 2016-Nov. 2017

Compliance Auditor

- Daily audits of helicopter rescue medical records
- Communicate with EMS staff to get chart changes updated quickly
- Work with billing to ensure they have all information necessary to bill
- Month end close auditing

Evolutionary Healthcare, Salt Lake City, Utah

July 2015-March 2016

Medical Assistant

- Performed ECG, pregnancy tests, drug testing, phlebotomy, in-office blood testing, took patient vital signs, removed sutures, cleaned wounds, and administered injections.
- Prepared and logged blood and tissue specimen for laboratory transportation and processing
- Greeted patients, recorded basic history and reason for visit. Provided physician support during procedures
- Communicated with patients through patient portal, emails and by phone. Managed prescription requests and prior authorizations

The Color Run, Salt Lake City, Utah

Dec. 2014-June 2015

Global Product Account Manager

- Planned Electric run merchandise move to The Color Run warehouse location upon company merger
- Point person for all international event partners merchandise requests and orders, product inquiries, participant kit orders, and coordinating shipping logistics with the warehouse team
- Worked closely with inventory planning director to manage skus and inventory with warehouse and e-commerce team
- Managed online web store for electricwear.com, provided weekly reporting of sales and inventory to product team

- Provided training for new onsite event store teams, customer service for onsite participants and online store customers, and supported global product team members

Electric Run, LLC., Salt Lake City, Utah

July 2013-Dec. 2014

#### Merchandise Manager

- Responsible for all buying, planning, sourcing, production, shipping and inventory of Electric Run merchandise for events and the web store
- Planned and forecasted merchandise inventory for all domestic events. Provided customer service and support to all participants onsite during packet pickup and day of event. Managed merchandise staff and volunteers before, during and after events. Managed all inventory deliveries to and from events
- Website sales & reporting, worked with marketing team to plan on-site & online sale initiatives, helped increase per runner spend, create and tracked sales metrics for 150 skus.
- Provided support to the International team to ensure the licensees had accurate metrics and up to date order forms for all available merchandise
- Researched and executed new warehouse company to manage all inventory shipping and new inventory arrivals

Skullcandy, Inc. ,Park City, Utah & San Clemente, California

November 2008-April 2013

#### Marketing Business Manager

- Created yearly budget with Marketing Directors
- Managed department spending throughout year
- Monthly reconciliation of department credit cards
- Manage action sports team member contracts
- Manage 3 full-time office employees including receptionist and store staff
- Plan and execute product launch events
- Plan and execute activation at large scale sporting events including U.S. Open of Surf

#### Executive Marketing Assistant

- Assisted Global Marketing Vice President including organizing emails, planning all travel, taking minutes at meetings, planning catering for meetings and events
- Managed 3 employees including receptionist and store staff
- Managed donations to various local events and non-profits
- Planned office parties, meetings, and setup discounts at local hotels for visitors
- Booked travel for marketing department employees

#### Accounts Payable Analyst

- Manually entered all payable invoices into SAP accounting software
- Executed weekly check runs, ensured CFO signed each check in a timely manner and mailed each check
- Implemented a process improvement by creating a payment approval form

## Education

University of Utah

August 2004-August 2006

General Studies including a study abroad program in Italy

Westminster College, Salt Lake City, Utah

August 2006-May 2008

Bachelor of Arts in Economics with a minor in business

## Skills

Microsoft Office Suite, SAP, calendar and meeting management, ability to perform under pressure, marketing, flexible and adaptive, customer service, budgeting, retail, reporting, organization, time management, team training, communication, event planning and management, and data entry.

## Volunteer Work

I was a volunteer from August 2015-March 2016 at the Maliheh Free Health Clinic located in Salt Lake City. I performed Medical Assistant tasks for patients including taking vital signs, obtaining health history, administering shots, performing ECGs, kept patient rooms organized, stocked and clean. I am also a registered Therapy Animals of Utah pet handler.