

Connie Cook

Pagosa Springs, CO 81147 • [REDACTED] [REDACTED]

JOB OBJECTIVE

I am seeking a position with All Clear Emergency Management Group that utilizes my administrative, operational, financial, and leadership skills and emergency management experience to support and assist communities, businesses and public service organizations in meeting their emergency management and conference planning needs.

SUMMARY

- 13 years of experience in emergency medical services
- 12 years of management and leadership experience
- Experience with organizational leadership, incident operations, finance management, office management, patient care in various settings, report writing, data compilation and analysis, scheduling, research, effective communication, event coordination, marketing, public relations/outreach and promotions.
- My wide range of work and life experience has instilled in me an incredible work ethic based on integrity, honesty, excellence, and respect.
- I set and maintain high standards of performance for myself, and believe the best way to instill a good work ethic and create and sustain productive employees is by setting a good example.
- Highly proficient with MS Office Suite for PC and Mac (with an emphasis on Excel, MS Word, Powerpoint); Other: Cerner Electronic Health Record; EMResource; Salamander; COShare; UPS Worldship; Quickbooks; ImageTrend Elite; Vairkko EMS Toolkit, MS Outlook and a variety of other email programs and software platforms.

RELEVANT EXPERIENCE

March 2014-current

Upper San Juan Health Service District, Emergency Medical Services, Deputy Chief, EMT-IV

- Serve the department in a leadership role, supporting and demonstrating the organizational values of wholeness, integrity, stewardship, excellence, and respect.
- Oversee and manage the day-to-day operational and administrative responsibilities of the department.
- Annual departmental budget planning and monitoring.
- Data collection and compilation for the department
- Participate in daily operations planning and MCI/Incident and emergency preparedness.
- Manage personnel/human resources for the department.
- Participate in personnel disciplinary remediation and actions.
- Completed Incident Command System primary courses (100, 200, 300, 400, 700, 800)
- Ancillary regional healthcare coalition representative for the hospital; actively participate with executive management in emergency planning and preparedness for the hospital.
- Build and maintain relationships with partner agencies (Emergency Management, Law Enforcement, Fire Department, Emergency Communications, Town and County leadership) to coordinate and plan appropriate emergency medical service and response to the community across a wide range of circumstances.
- Certified Ambulance Coder since 2014, maintain annual certification requirements and education
- Certified Ambulance Compliance Officer since 2016, maintain annual certification requirements and education
- Prepare monthly audit of department to document and evaluate overall performance and activity.
- Fill in as an EMT provider as needed by the department.
- Committed to the health and wellness of each member of the department.

March 2007 - current

Upper San Juan Health Service District, Pagosa EMS, Emergency Medical Technician, IV certified

- Paid position as an EMT-Basic with IV certification in a hospital-based EMS system located in a rural mountain community in southern Colorado. I was the valedictorian of my EMT class and was hired by the agency upon state and national certification.
- This position requires acute critical thinking skills and planning accordingly in a limited amount of time and often under stressful circumstances. The rural location often presents situations that call for creative thinking and resourcefulness.

April 2013-April 2014

Upper San Juan Health Service District, Pagosa Springs Medical Center, Patient Navigator

- Established and developed Patient Navigation program at facility through Centers for Medicaid and Medicare Innovation Grant.
- Attended multiple trainings and education opportunities for development as a Patient Navigator in the state of Colorado.
- Co-created a patient assessment tool that is patented and has been presented at multiple conferences with wide support.
- Provided patients with a comfortable, confidential experience, with the goal of improving compliance, overcoming barriers to care, and sustainable outcomes.
- Assisted PSMC in obtaining ability to take on Medicaid patients for behavioral health.
- Created a database system to track and collect data on the Patient Navigation program.
- Received Service Award from PSMC in recognition of contribution to founding Patient Navigation at PSMC and received PSMC Above and Beyond Award for patient navigation.

October 2012-April 2014

Upper San Juan Health Service District, Pagosa Springs Medical Center, Emergency Department Technician

- Responsible for assisting the nursing staff in patient care, administering direct care to patients within my scope of practice in an efficient, safe and courteous manner using proper procedures.

Wolf Creek Ski Area, Ski Patrol, Pagosa Springs, CO, December 2010-April 2014 (seasonal)

Patrol Administrator

- Assisted with development and evolution of the position within the Ski Patrol department in response to a desire for someone with an administrative and medical background to assist the Director/Assistant Director with updating, creating and maintaining an organizational system for sensitive documentation and day to day administrative functions and to provide patient care in the First Aid facility at Wolf Creek Ski Area.
- Provide patient care as the First Aid Room attendant at the EMT level to walk-in patients and patients transported by on-hill patrollers. Required to work independently and within a team of care providers.
- Tracking, documentation and follow up of shoulder injuries to support the WCSP shoulder reduction waiver granted by the state of Colorado. Most follow up was conducted directly with patients and required an outgoing and empathetic personality. Worked closely with the WCSP Medical Advisor to update, create and expedite delivery of applicable data for waiver renewal application. WCSP was successfully granted a renewal in 2012, with recognition of a solid and model program for other entities wishing to incorporate shoulder reduction into their protocols.
- Track and record incidents in weekly report for WCSA's insurance company.
- Implemented a monthly audit for the department as requested by upper management. I created the initial outline and template for the audit and compiled data covering various aspects of the department (safety concerns, snow safety, education/training, explosives, medical, public relations, outstanding issues) creating a final document to be discussed each month by section leaders and ultimately submitted to upper management to provide transparency and open communication.
- Primary person responsible for taking First Report of Injury for WCSA employees, submitting report to Pinnacle, providing employees with required documentation and follow up of cases.
- Assisted in major update and revision of Wolf Creek Ski Patrol (WCSP) training manual to comply with OSHA, other regulatory entities and WCSA policy in response to WCSP employee fatality. Continue to update revisions to manual as needed.
- Revision and update of WCSP Explosives Program documentation process and reconciliation of daily use logs, daily blaster reports and route sheets to ensure compliance with regulatory entities.
- Tracking, compilation and documentation of patroller continuing education credits for EMT and Type I Explosives certifications. Assist patrollers with renewal applications to ensure timely and accurate processing.
- Other responsibilities: recording and compiling daily morning meeting notes, tracking patient contacts by patroller, compiling a variety of data for reports, ordering supplies, uniform assignment and distribution, email, hiring/end of season paperwork, compiling daily weather information, customer service, daily cleaning and restocking of First Aid Room.

Autumn Teneyl Designs, Pagosa Springs, CO, March 2008-October 2012

Office Manager/Events Coordinator/Wholesale Account Manager

- Responsible for the overall management and organization of an incredibly fast-paced office and staff of up to four people.
- Assisted in the development of office procedures and policies and with the hiring and training of new employees.
- Managed and maintained electronic and hard file office records.
- Researched events, such as art shows, festivals and tradeshow, compatible with our products. Once events were deemed appropriate I completed all parts of the application process. This required a high level of attention to detail, following instructions closely and extensive, detailed follow up.
- Maintained client database, including entering raw data and sorting and importing data into Constant Contact database and utilizing MS Word Mail Merge to create mailing lists.
- Prepared and sent daily, weekly, and monthly reports and submitted them to the appropriate persons or entities.
- Created, recorded and tracked invoices and purchase orders. Responsible for accounts receivable and wholesale accounts.
- Answered telephone and responded to customer inquiries and logged, prepared, charged, shipped and tracked customer orders.
- Processed all incoming and outgoing mail; handled all correspondence within the office.
- Operated and maintained basic office equipment including office computers, copiers, adding machines, and fax machines. Ordered and stocked office supplies as needed. Performed routine maintenance in the office including cleaning and recycling.

Western Pacific Solar, Santa Rosa, CA, April 2010-December 2010

Office Manager/Bookkeeper - temporary

- Responsible for the initial organization and formulation of an office organization system for this growing, fast-paced solar installation company. This business had little to no office management or administrative support since it's inception in 2008 and I was in charge of creating a functional filing system, bringing accounts payable/receivable current and implementing a plan to keep current, generating financial reports and compliance with licensing and permit documentation.
- Assist sales reps with rebate and financing paperwork, track, assign and update client leads using Leadtrack platform, track job profit and loss, and organize payroll.
- Compiled job descriptions and training manuals for several positions.
- Oversaw and settled Human Resources related matters (employee grievances, hiring, interviewing).
- From October – December 2010 I reduced my workload and was responsible for accounts receivable/payable, sales tax filings, general bookkeeping and the training of the new Office Manager until my departure.

Additional work experience:

- 1995-1998 - Retail management – winter sports industry.
- 1996-2002 - Seasonal Wildlife Biology technician positions throughout Arizona, Colorado, Montana and Wyoming.
- 2002-2004 - Office management in construction industry.
- 2004-2006 – Store Manager, Buyer for outdoor retail store, Summit Ski & Sports
- 2007-2008 – Business Development Associate, Elemental Soapworks

EDUCATION

Bachelor of Science, Wildlife Conservation Biology, May 1996, Arizona State University, Tempe, AZ
Emergency Medical Technician Certificate, March 2007, San Juan Basin Technical School, Cortez, CO
Massage Therapy Certification (250 hour program), November 2010, Sky Hill Institute, Petaluma, CA
Yoga Teacher Training, 200 hour program, December 2015, Yandara Yoga Institute, Todos Santos, Baja California Sur
Various FEMA classes in addition to the above listed ICS courses

COMMUNITY SERVICE

Colorado Health Care Coalition Council October 2018-June 2021

- Served on the state Council as a representative of the Southwest Colorado Health Care Coalition (SWCHCC)

Southwest Colorado Healthcare Coalition, Steering Committee, July 2017-June 2021

- Served as Co-Chair of the executive board and as a hospital representative on the Steering Committee.
- Served on committee to review/update our regional HCC Response Plan.
- Served on committee to plan 2019 Surge Capacity Exercise

Southwest Incident Management Team, member, October 2017-March 2021

- IMT Trainee status/task books open for: FSC, SCKN, PROC, COST
- Have participated in multiple training events and service deployments with the team.
- In March 2021 stepped away from IMT due to COVID-19 pandemic, will reapply in the future

Archuleta County Combined Dispatch, Executive Management Board, April 2017-current

- Served as Board Chair (2019-2020) for intergovernmental executive management board responsible for fiscal and operational oversight at the direction of the County Commissioners, of Archuleta County's emergency communications center.
- Successfully hired Emergency Communications Manager (2019) and transitioned her into the position with no current Manager in place.

Rise Above Violence, Board Member, May 2014-May 2020

- My last year on the Board, I served as President for local non-profit whose mission is to assist victims of domestic violence and sexual assault.
- Oversaw and participated in decisions related to finances, operational organization, and advocacy for the organization.

Friends of the Upper San Juan River, Pagosa Springs, CO, August 2004 – February 2010

Founder/Executive Director/President/Treasurer

- Founded and established 501(c)(3) non profit organization who's mission was to engage the community and its visitors in activities to preserve, restore, enhance and promote recreational activities on the Upper San Juan River. The birth of this organization arose from the town's plan to construct a whitewater park on the stretch of river that runs through the middle of Pagosa Springs. One of our long-term goals was to help create a whitewater industry to stimulate the local economy. Along with this goal, the organization is dedicated to promoting environmental awareness regarding natural waterways including the preservation and conservation of these vital areas.
- Planned and organized annual Celebracion del Rio San Juan festival for 3 years.

REFERENCES

Lori Zazzaro, SW Colorado Emergency Preparedness & Response Coord., San Juan Basin Public Health [REDACTED]

Mike Le Roux, Archuleta County Director of Emergency Operations, [REDACTED]

Dave Bronson, Administrator PSMC EMS, [REDACTED]

Kati Harr, Archuleta County Emergency Communications Manager, [REDACTED]

Jason Webb, Chief Paramedic, PSMC - EMS [REDACTED]

Kathleen Douglas, Chief Operating Officer/Chief Nursing Officer, Pagosa Springs Medical Center [REDACTED]