



Kaitlyn Wyckoff

Director of Operations

Position with Firm

- 2017–present **Director of Operations.** Provides project support to the environment and energy team, focusing on the Michigan Saves staff and board. Provides operational support and manages relationships with program lenders to ensure competitive loan offerings. Provides technological solutions to ensure efficiency of operational workflow.
- 2014–2017 **Program Assistant.** Provided project and administrative support to the environment and energy team, focusing on Michigan Saves. Managed calendar and travel for team staff, arranged logistics for large meetings, and compiled and prepared data and reports.

Previous Professional Experience

- 2013 **Procedure Scheduler, Michigan Gastroenterology Institute, East Lansing, Michigan.** Obtained patient health information and scheduled outpatient procedures, educated patients regarding referrals, outpatient testing, and preparation. Sent prescriptions to pharmacies, created internal office forms, resolved patient scheduling issues.
- 2011–2013 **Sales Clerk, Cork and Bottle Winery, Dewitt, Michigan.** Managed weekly social media marketing and monthly newsletters. Performed day-to-day operations such as stocking inventory and providing customer relations. Mixed and bottled wine for storefront and customers.
- 2009–2011 **Procedure Scheduler, Michigan Gastroenterology Institute, East Lansing, Michigan.** Performed all tasks required of procedure scheduler. Scheduled outpatient surgeries and imaging. Coordinated referrals.
- 2007–2009 **Procedure Scheduler, Centis Health, East Lansing, Michigan.** Scheduled patients' office visits, examinations, physical therapy, and pain management appointments. Collected office visit copays, deductibles, and balances.
- 2002–2007 **File Clerk/Receptionist, Michigan Gastroenterology Institute, East Lansing, Michigan.** Prepared and sent patient records to fulfill claims, filed patient charts, converted hard-copy records to electronic management system. Updated patient demographic information and managed front desk reception area.

Education Lansing Community College, AA in Hospitality Business with concentrations in Hotel Management and Culinary Arts, *summa cum laude*

Skills

- Microsoft Office Suite
- QuickBooks
- PCLaw
- Adobe Acrobat