

Kelsey N.J. Wilt
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Experience

Erie Insurance

Underwriter II

September 2023-December 2025

- Evaluate mortality risk present for each assigned case
- Establish and maintain a good working relationship with assigned territory's agents and staff
- Review medical records and evaluate for concerns using multiple underwriting guides
- Educate agents on medical conditions as permissions allow for better understanding of underwriting decisions

UPMC Hamot

Supervisor, Imaging Services

February 2020-August 2023

- Performs computed tomography procedures utilizing established scan protocols, including contrast administration
- Demonstrates a strong ability to interact with both patients and co-workers, while displaying a high level of caring, listening, dignity, and respect
- Ensures efficient work flow, delegation of responsibilities, efficient staffing levels, and timely communication to both staff and other members of management are maintained throughout the department
- Communicates and enforces policies and procedures to staff
- Monitors employee compliance with safety standards and ensure standards are enforced
- Participates in the budgeting process and strives to maintain costs and meet the budget or supplies and clinical staffing operations.

Hand, Microsurgery and Reconstructive Orthopaedics/ Front Desk Supervisor,
Patient Intake Assistant & Radiologic Technologist
January 2018-March 2020

- Supervise patient coordinators to ensure proper patient scheduling, referrals, electronic medical records and overall positive patient experience
- Ensure accurate daily money drawers
- Create and manage patient coordinator and nurse schedules
- Track and maintain records of all staff hours, vacation, and personal time
- Manage three physicians and one physician assistant schedules
- Liaison between providers, billing department, partner occupational therapy office and patient coordinators
- Assist office manager in physician credentialing
- Work with aging patient billing accounts and coordinate collections
- Assist in patient intake process including MIPs entry, maintaining accurate patient records, basic wound care, cast removal, preparing injections and suture removal
- Complete in-office imaging at request of physicians
- Assist with Gannon University Radiology students

Gannon University/Adjunct Professor

Fall 2018 - First Year Seminar

- Create opportunities for first year students to interact with a variety of on campus organizations and programs
- Be available for any questions or inquiries about the University or college experiences
- Create an environment to encourage responsibility and communication with assignments and the online learning platform
- Report attendance and grades to the University

LECOM Health Millcreek Community Hospital/ Radiologic Technologist

February 2015-October 2017

- Complete diagnostic procedures in radiology department of a diverse teaching hospital including an outpatient imaging center and a doctor's office x-ray facility affiliated with the hospital
- Perform CT scans, special procedures in CT with the radiologist, x-ray exams, fluoroscopic procedures, and OR C-Arm imaging
- Experienced with GE LightSpeed 16 Slice Scanner
- Independently start outpatient IVs when necessary
- Experienced with modifications to special needs populations including geriatric, behavioral health, and detox patients
- Assistant Clinical Instructor for Gannon University Radiology students

Education

- **Midwestern State University/** Master of Science in Radiologic Sciences
September 2016- December 2018

- **Gannon University/** Bachelor of Health Sciences
August 2010- December 2014
- **Gannon University/** Associate of Science in Radiologic Sciences
August 2010- August 2014

References

Andrew Coots/Vice President of Underwriting and Product Management
Erie Insurance
Current employer contact
andrewcoots33@gmail.com
513-341-1371

Jennifer Hlawati/Office Coordinator
Peak Performance Sports and Family Medicine
Previous co-worker
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Brittany Morehouse/Underwriter II
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Current coworker/personal reference
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