

# Kayla R. Green



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## **SUMMARY**

Focused, professional, bi-lingual, graduate student in Human Resources and Business Administration with proven work ethic, research experience, and communication skills. Able to promote overall organizational goals. Strength in problem solving and conflict resolution.

## **EDUCATION**

### **Master of Science in Human Resources**

**May 2014**

Jon M. Huntsman School of Business, Utah State University

### **Bachelor of Science in Psychology**

**April 2011**

Brigham Young University-Idaho

## **EMPLOYMENT HISTORY**

### Southcentral Foundation

Anchorage Alaska

- Manager  
Anchorage, Alaska  
12/17-Current

Highly skilled leader of people who develops relationships with their team, colleagues and customers to manage the daily operations of the department. Daily operations include hiring, performance management, budget, strategic planning and improvement.

- Benefit Enrollment Specialist  
Anchorage, Alaska  
03/17-12/17

Assisted SCF to achieve the goal of increasing the number of customer-owners enrolled with a third party payer. Conducted public education and outreach activities to raise awareness about the Exchange and the full range of health insurance coverage options. Maintain expertise in eligibility, enrollment, and program specifications. Provide information and services in a fair, accurate, and impartial manner. Facilitate selection of a Qualified Health Plan. Make referrals to any applicable office of health insurance Ombudsman, consumer assistance program (CAP) or other State agency that can help enrollees with a grievance, complaint or other questions. Provide information in a manner that is culturally-appropriate to the needs of the population being served by the Exchange including individuals with limited English proficiency; and ensure accessibility and usability of Navigator services by individuals with disabilities. Screened and evaluated whether customer-owner may qualify for any known payer sources, i.e. Medicaid, Medicare, Denali Kid Care, VA and/or the Federal Insurance Marketplace; and provides assistance to the customer-owner for the enrollment process.

Universal Health Services Inc., North Star Behavioral Health  
Anchorage Alaska

- Mental Health Specialist III, North Star Behavioral Health,  
Anchorage, Alaska

August/2014-October/2017

Provides leadership and direction to MHS I and II staff through training, giving appropriate feedback through evaluations, and ensuring documentation reflects treatment goals as well as State and JHCO standards. Coordinates staff assignments and role models appropriate communication and behaviors.

- HR Intern, North Star Behavioral Health,  
Anchorage, Alaska

May/2013-August/2013

Had the opportunity to understand a wide variety of HR functions in a mental health hospital setting. Created exit interview protocol, employee engagement survey, and recognition programs. Also participated in on boarding, background checks, training and development, and participated in the interview process.

- Mental Health Specialist II, North Star Behavioral Health,  
Anchorage, Alaska

August/2011-August/2014

Provided direct care to patients with psychiatric disorders. Ensured the safety and well being of patients and supported the maintenance of therapeutic milieu. Responsible for planning group therapy, de-escalation, and crisis intervention techniques for staff and residents. Created and implemented treatment plans for patients and support the treatment of various diagnoses and issues. Trained in cultural awareness, First Aide, FASD, MOAB, Handle with Care, and 1,2,3, Magic.

## **RELEVANT PROJECTS**

Corporate Employee Engagement  
Jon M Huntsman School of Business  
September/2012-December/2012

As a group we developed an employee engagement framework. We conducted focus groups where we were able to obtain information that assisted us in developing a survey that was sent to all employees regarding employee engagement. We conducted data analysis on the data that we received from the survey to determine areas that influenced employee engagement as well as areas that detracted from employee engagement.

Structured Interview Guide  
Jon M Huntsman School of Business  
November/2012

As a graduate consultant group for a local organization, through interviews we obtained distinguishing competencies regarding a mechanical engineer position. With those distinguishing competencies we developed a structured interview guide that included specific questions concerning the distinguishing competencies for that specific position.

Job Design  
Jon M Huntsman School of Business  
October/2012

As a graduate consultant group for a local organization, through interviews we obtained distinguishing competencies regarding a mechanical engineer position. With those distinguishing

competencies we developed a structured interview guide that included specific questions concerning the distinguishing competencies for that specific position.

Human Resource Strategy Capstone  
Jon M Huntsman School of Business  
September/2013-December/2013

Assed fundamental theories of business strategy and human resource strategy inside IMDS Corporation. Explore leading edge thinking in human resource strategy to be implemented into current HR structure. Designing a human resource strategy to capture what areas IMDS was lacking, and benchmark them against the competition to allow for target project dates to be achieved to become a leader in their competitive portion of the medical device industry.

#### **ORGANIZATIONS AND ACHIEVEMENTS**

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|---|-----------|
| • USU MBA Association, VP of Finance                          | 2013-2014 |
| • Society for Human Resource Management (SHRM) Member         | Current   |
| • Alaska Society for Human Resource Management (SHRM) Member  | Current   |
| • MBA Women International (MBAWI) Member                      | Current   |
| • Association for Psychological Science (APS) Member          | Current   |
| • Commercial Driver License                                   | Current   |
| • Spanish Church Service Mission, Salt Lake City, Utah        | 2007-09   |
| • Gruening Award for Outstanding Community and school Service | 2004      |

#### **PROFESSIONAL PRESENTATIONS**

- North, A., Behrends, A., Green, K., Oquendo, L., Dison, T., Larson, J., & Delton, Y. (2011). Individualistic and structural attributions of poverty in the LDS population. Undergraduate Research Journal of the Human Sciences, 10. Retrieved from, <http://www.kon.org/urc/v10/north.html>.
- North, A., Behrends, A., Green, K., Oquendo, L (2010, December). Individualistic and structural attributions of poverty in the LDS sample. Poster presented at the meeting of the Brigham Young University-Idaho Undergraduate Research Conference, Rexburg, ID.
- North, A., Behrends, A., Green, K., Oquendo, L (2011, May). Individualistic and structural attributions of poverty in the LDS sample. Poster to be presented at the meeting of the association for Psychological Science Conference, Washington, DC.

