

Andrea Tabares

Medical Physician &
Clinical Mental Health Counseling Intern

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Bilingual Medical Physician with extensive experience in patient care, healthcare coordination, and chronic disease management. Currently pursuing a master's degree in Clinical Mental Health Counseling at Grand Canyon University, a CACREP-accredited program, to integrate medical expertise with advanced counseling skills for holistic client care.

Education

Grand Canyon University

Jan 2023 – Present

Master of Science in Clinical Mental Health Counseling GPA
3.8/4.0

Universidad Autónoma de las Américas | Colombia

Jan 2012 - Dec 2017

Bachelor of Medicine General Medicine GPA
4.1/5.0

Languages

English (*Full Professional Proficiency*), **Spanish** (*Native or Bilingual Proficiency*)

Certificates

Registered Phlebotomy Technician

Feb 2022

Healthcare Professionals Registry of the United States

Advanced Cardiovascular Vital Support - Resolution 2013

Sep 2016

American Heart Association

Basic Life Support - Resolution 2013

Sep 2016

American Heart Association

Neonatal Resuscitation - Resolution 2013

Feb 2016

American Heart Association

Certified Nursing Assistant

Nov 2003

Division of Medical Quality Assurance

Domestic violence

Oct 2003

Professional Nursing Academy

Sexually transmitted diseases

Oct 2003

Professional Nursing Academy

First aid <i>American Red Cross</i>	Oct 2003
Cardiopulmonary resuscitation in adults, babies and children <i>American Red Cross</i>	Oct 2003
Prevention of diseases <i>American Red Cross</i>	Oct 2003

Core Skills

Patient Care Coordination, Healthcare Documentation and EMR/EHR Proficiency, Prior Authorization Specialist (Oral, Injection, Infusion), Chronic Disease and Acute Care Management, Case Management and Transition of Care, Medical Terminology and Anatomy Knowledge, Cross-Functional Team Leadership, Customer Service Excellence, First Aid, CPR, and Emergency Response, Risk Mitigation and Issue Resolution, Client Communication and Stakeholder Collaboration, Medicare HMO and Managed Care Compliance, Data-Driven Decision-Making, Vital Signs Monitoring and Health Assessment, Scheduling and Appointment Coordination, Bilingual Communication (English/Spanish)

Work Experience

Clinical Mental Health Counselor Intern Grace Medical Home Orlando, Florida	August 2026 – Present
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Completing graduate-level clinical practicum training within an integrated healthcare setting serving uninsured and underserved individuals and families in Central Florida.

- Participate in behavioral health services as part of an interdisciplinary care team alongside counselors, social workers, physicians, nurses, and other healthcare professionals.
- Support the assessment of patients referred for behavioral health counseling and social service needs, helping identify appropriate resources and services based on individual needs.
- Develop clinical counseling competencies in areas including intake and biopsychosocial assessment, case conceptualization, treatment planning, documentation, and evidence-based counseling interventions under clinical supervision.
- Gain experience with counseling approaches including Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Solution-Focused Therapy, and person-centered approaches within an integrated healthcare environment.
- Participate in interdisciplinary staff meetings, case discussions, clinical training, and ongoing individual supervision to strengthen clinical judgment, ethical practice, and professional counselor identity.
- Assist with community and social support initiatives, including the Food Is Medicine program, connecting patients with resources that address social determinants of health and promote holistic well-being.
- Continue developing culturally responsive counseling skills while working with diverse patient populations and recognizing the interaction between mental, physical, social, and environmental factors affecting health.

Project Manager Soprano Orlando	Mar 2023 - Present
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Project Manager skilled in coordinating cross-functional teams, overseeing project timelines, and managing budgets for marketing campaigns. Proficient in client communications, digital marketing, and project lifecycle management. Expertise in KPI tracking, stakeholder collaboration, and resource allocation to drive campaign success.

- Coordinate cross-functional teams to execute digital and traditional marketing campaigns, ensuring alignment with client objectives and brand standards.
- Manage project timelines, deliverables, and budgets, tracking milestones to ensure on-time, on-budget completion.
- Serve as the primary point of contact for clients, facilitating clear communication and managing expectations to maintain client satisfaction and project transparency.

- Oversee resource allocation and team capacity to optimize project efficiency and prevent workflow bottlenecks.
- Track and report on key performance indicators (KPIs), adjusting strategies as needed to improve campaign performance and meet client goals.
- Collaborate with stakeholders, including creative, content, and analytics teams, to ensure cohesive and data-driven campaign execution.
- Conduct project kick-off meetings, regular status updates, and post-campaign reviews to drive continuous improvement and knowledge-sharing.
- Identify and mitigate project risks, proactively resolving issues to maintain project integrity and client trust.

Case Manager Assistant

Oct 2021 - Mar 2023

[Primary Healthcare Associates](#) | Orlando

Dedicated Case Manager with expertise in inpatient list reviews, ER census updates, care coordination, follow-ups, and medical record management. Skilled in patient support, chronic disease management, transition of care, and Medicare HMO compliance for optimal outcomes.

- Conduct daily reviews of inpatient lists for hospitals and skilled nursing facilities to monitor patient admissions and discharges. Maintain updated patient records by obtaining and documenting medical information from hospitals, nursing homes, and emergency departments.
- Coordinate post-admission services, including scheduling follow-up appointments and ensuring continuity of care for discharged patients.
- Engage with patients' families to provide support, orientation, and guidance through transitions of care and upcoming appointments.
- Perform daily census reviews for emergency room (ER) visits, following up with patients to understand ER visit reasons and prevent future readmissions.
- Monitor patients' adherence to illness management protocols, identifying risk factors and addressing potential ER readmission risks proactively.
- Schedule follow-up appointments with Primary Care Providers (PCP) and ensure appointments are timely for effective ongoing care.
- Provide patient education and orientation on medical conditions, treatment protocols, and availability for support during acute health concerns.
- Identify signs and symptoms of acute and chronic conditions, coordinating timely interventions and referrals as needed.
- Manage disease protocols, including tracking and adjusting care plans to prevent complications and improve health outcomes. Generate monthly reports on Medicare HMO 'no-show' patients, coordinating with office teams to ensure follow-up appointments are rescheduled.
- Conduct new patient orientations, particularly for HMO and managed care members, to ensure understanding of care options and clinic resources.
- Identify and manage patient transfers, documenting reasons for relocation and communicating effectively with new providers.

Medical Assistant

Feb 2019 - Oct 2021

Physician Surgical Network - Athena Medical Group | Orlando

Experienced Medical Assistant skilled in prior authorizations for oral, injection, and infusion medications. Proficient in patient health assessment, digital record management (E-Clinical, E-Medical), and front-office tasks. Knowledgeable in medical terminology, anatomy, first aid, and patient safety protocols.

- Conduct prior authorization processes for oral, injection, and infusion medications, specializing in buy and bill authorizations.
- Administer IV medications and support complex treatments, ensuring adherence to detailed protocols for patient safety. Collaborate with insurance companies and physician offices to secure prior authorization approvals for patient treatments, particularly for complex cases.

- Maintain and update digital patient records in E-Clinical and E-Medical systems, assisting in transitioning paper records to digital formats.
- Proficient in medical terminology, anatomy, and performing basic procedures like blood draws and wound dressing.
- Conduct patient health assessments, monitor changes in symptoms, and identify when interventions are necessary.
- Certified in first aid and CPR, ensuring rapid response and patient safety during emergencies.
- Support inventory management, collaborating with nurses and office managers to order medical supplies as needed.
- Manage front-office duties, including answering calls and welcoming patients, with a focus on delivering excellent patient service.
- Document patient data, including vital signs, weight, and changes in medical history before appointments.
- Ensure exam rooms are clean and safe, adhering to strict sanitation and safety protocols for patient care.
- Maintain meticulous attention to detail and actively listen to understand and accurately record patient issues.

Medical Physician

Aug 2018 - Dec 2018

[Gastroelite - Gastroenterology Medical Center](#) | Colombia

Experienced Physician skilled in medical history documentation, patient education on treatments, medication, and diets. Proficient in preparing patients for exams, assisting physicians, and administering medications as directed. Strong communicator focused on patient care and adherence to medical protocols.

- Conduct comprehensive medical histories and document patient information accurately to inform diagnoses and treatment plans.
- Explain treatments, procedures, and medications to patients, ensuring they understand the process and are comfortable with their care plans.
- Prepare patients for examinations, including physical exams and diagnostic procedures, to ensure efficient workflow and optimal patient care.
- Assist the physician during exams by handling medical equipment and supporting patient positioning and comfort. Educate patients on medication usage, side effects, and special diet requirements to improve compliance and health outcomes.
- Prepare and administer medications following the physician's instructions, adhering to dosage and safety protocols for effective patient management.
- Provide compassionate patient support, addressing concerns and clarifying any aspects of their treatment or follow-up care.

Medical Physician

Jan 2018 - Feb 2018

[E.S.E. Salud Pereira - Hospital de Kennedy](#) | Colombia

Experienced Physician skilled in patient assessment, diagnosis, and treatment in high-volume hospital settings. Proficient in managing diverse cases, coordinating patient care, and ensuring accurate documentation. Strong focus on acute care, clinical decision-making, and delivering comprehensive patient-centered treatment.

- Conduct thorough patient assessments, gathering medical history and performing physical exams to inform accurate diagnoses and treatment plans.
- Diagnose and treat a wide range of acute and chronic conditions in a high-volume hospital environment, ensuring efficient, quality care.
- Develop and implement individualized treatment plans to address patient needs and improve health outcomes.
- Coordinate patient care across multidisciplinary teams, ensuring seamless transitions and comprehensive treatment. Document patient interactions and clinical findings accurately in electronic medical records (EMR) to maintain clear and precise patient records.
- Monitor and assess patient responses to treatments, adjusting care plans as necessary to optimize patient health.
- Communicate effectively with patients and their families, providing education on medical conditions, treatment options, and preventive health measures.

- Collaborate with nursing staff, specialists, and other healthcare providers to support holistic patient care in a fast-paced hospital setting.
- Adhere to hospital protocols and compliance standards to ensure patient safety and quality of care.
- Participate in ongoing professional development and training to stay current with medical best practices and hospital standards.

Medical Physician - Internship

Jan 2017 - Dec 2017

[San Jorge Hospital](#) | Colombia

Medical Physician Intern skilled in patient assessment, clinical documentation, and emergency care. Experienced in conducting patient histories, diagnosing acute conditions, and supporting treatment plans under physician supervision. Knowledgeable in medical protocols, patient safety, and coordinating multidisciplinary care teams.

- Conduct thorough patient assessments and histories, documenting symptoms and clinical status to support accurate diagnosis and treatment planning.
- Assist physicians in diagnosing acute and chronic conditions, providing detailed patient information and relevant medical insights.
- Perform clinical documentation of patient evaluations, progress notes, and treatment plans to ensure up-to-date and accurate medical records.
- Participate in multidisciplinary care coordination, collaborating with healthcare teams to deliver comprehensive and patient-centered care.
- Monitor patients for changes in health status, escalating critical findings to supervising physicians as necessary.
- Adhere to hospital protocols and patient safety guidelines, ensuring high standards of care and procedural compliance.

Medical Intern

Jun 2017 - Aug 2017

[Hospital General de Mexico](#) | Mexico

Dedicated Medical Intern experienced in patient assessments, medical history documentation, and clinical note-taking. Skilled in emergency room procedures, patient anamnesis, and supporting physicians during exams. Proficient in vital signs monitoring, patient care protocols, and cross-functional healthcare teamwork.

- Conducted patient assessments, gathering medical histories and documenting clinical notes to support accurate diagnoses and treatment plans.
- Assisted physicians during examinations, preparing patients, and explaining procedures and medications to enhance patient understanding.
- Skilled in vital signs monitoring and patient anamnesis, ensuring comprehensive data collection for effective patient care.
- Supported emergency room procedures, quickly assessing patient conditions and prioritizing care based on clinical protocols. Collaborated with cross-functional healthcare teams, maintaining seamless communication and contributing to high-quality patient outcomes.
- Proficient in using electronic health record (EHR) systems to update and maintain patient records accurately and efficiently. Knowledgeable in clinical protocols, safety standards, and patient confidentiality, providing consistent, ethical care across diverse clinical settings.

Receptionist

May 2009 - Jun 2009

[ABB](#) | Colombia

Experienced Receptionist skilled in invoice filing, call management, and customer support. Proficient in handling incoming calls, directing inquiries, and maintaining organized records. Committed to delivering excellent client service and supporting administrative functions for smooth office operations.

- Efficiently file and organize invoices, maintaining accurate and accessible records for easy retrieval and auditing. Manage high volumes of incoming calls, directing inquiries to appropriate departments and ensuring prompt, professional response to client needs.
- Provide exceptional customer support by assisting visitors, addressing questions, and resolving issues with a focus on positive client interactions.
- Support administrative team by handling general office tasks and maintaining a welcoming front-desk environment. Record and track customer interactions, ensuring all communications are documented accurately for follow-up and quality assurance.

Receptionist

May 2008 - Jun 2008

[Soratama Hotel](#) | Colombia

Skilled Receptionist with expertise in check-in/check-out, call handling, booking management, and customer support. Experienced in processing voucher authorizations and flight confirmations, ensuring seamless service and efficient communication to enhance client satisfaction and streamline front-desk operations.

- Managed check-in and check-out processes efficiently, ensuring smooth guest experiences.
- Handled high-volume incoming calls, directing inquiries and providing prompt assistance.
- Processed bookings and reservations, coordinating schedules to maximize availability.
- Delivered exceptional customer support, addressing inquiries and resolving issues professionally.
- Authorized vouchers and verified flight confirmations, ensuring guest needs were met accurately.

Retail Sales Associate – Apparel Specialist

Oct 2003 - Mar 2004

[Papaya Clothing Store](#) | Orlando

Experienced Retail Sales Associate specializing in customer service, cash handling, and inventory management. Skilled in item coding and organization to ensure accurate stock tracking and efficient store operations. Committed to delivering a positive shopping experience and maintaining product accuracy.

- Provide exceptional customer service to create a welcoming and positive shopping experience.
- Handle cash transactions with accuracy, ensuring efficient check-out processes.
- Maintain inventory accuracy by managing stock levels and item coding.
- Execute inventory management tasks, including stock tracking, item organization, and restocking shelves.
- Ensure product quality and accuracy, adhering to store organization protocols.
- Support store operations by assisting with daily tasks, including cash handling and product labeling.
- Demonstrate strong attention to detail in item coding to maintain precise inventory records.