

ALEXANDRA ANDERSON

Community Health Worker | Patient Navigator | Community Outreach Specialist

Baltimore, Maryland 21222 | 410-497-7171 | corrie617@gmail.com

PROFESSIONAL SUMMARY

Compassionate and community-focused Community Health Worker with extensive experience supporting individuals and families through healthcare systems, public assistance programs, behavioral health services, transportation coordination, and resource navigation. Skilled in client advocacy, care coordination, benefits enrollment, health education, crisis intervention, and building trust with diverse populations. Demonstrated ability to work effectively with seniors, individuals with disabilities, behavioral health clients, underserved communities, and families experiencing socioeconomic challenges. Strong knowledge of HIPAA compliance, healthcare administration, public benefits programs, and community-based service delivery. Dedicated to improving health outcomes by connecting individuals to resources, reducing barriers to care, and empowering communities through education and advocacy.

CORE COMPETENCIES

Community Health & Client Advocacy

- Community Outreach
- Patient Navigation
- Care Coordination
- Resource Linkage
- Benefits Navigation
- Health Education
- Social Determinants of Health
- Client Advocacy
- Motivational Support

Healthcare & Behavioral Health

- HIPAA Compliance
- Behavioral Health Support
- Medical Records Management
- Insurance Verification
- Patient Intake
- Healthcare Documentation
- Credentialing
- Confidentiality Standards
- Referral Coordination

Technology

- EPIC
- Microsoft Office Suite
- Outlook
- Trapeze Workstation
- Electronic Documentation Systems
- Virtual Communication Platforms

PROFESSIONAL EXPERIENCE

Founder & Executive Director, May 2026 – Present

Tall Order Community Health, Inc. | Baltimore, Maryland

- Founded a community-based nonprofit dedicated to improving access to health and social services.
- Provide community outreach, health education, and resource navigation to individuals and families.

- Connect residents with housing resources, food assistance, transportation, healthcare, behavioral health supports, and public benefits.
- Advocate for underserved populations experiencing barriers to care and social services.
- Develop educational materials and community resource guides; build partnerships with healthcare providers, social service agencies, and community organizations.
- Promote health equity and community wellness through outreach initiatives and public education.

Reservation Agent, *October 2024 – December 2025*

VIA Metropolitan Transit (ViaTrans) | San Antonio, Texas

- Coordinated transportation services for individuals with disabilities and mobility limitations.
- Assisted clients in accessing transportation for medical appointments and essential services.
- Collected and documented client information accurately while maintaining strict confidentiality.
- Provided compassionate support to callers experiencing emotional, cognitive, or physical challenges.
- Collaborated with dispatchers and contractors to resolve transportation barriers.

Office Manager, *February 2015 – August 2024*

Maryland Group Faculty Practice, LLC | Baltimore, Maryland

- Managed daily operations of a behavioral health practice serving diverse patient populations.
- Coordinated patient intake, insurance verification, scheduling, credentialing, and medical records management.
- Assisted patients in navigating healthcare services and resolving care-related concerns.
- Maintained compliance with HIPAA and healthcare regulations throughout all operations.
- Collaborated with providers to ensure continuity of care and positive patient experiences.

Administrative Aide, *May 2009 – December 2014*

Maryland Department of Human Resources | Baltimore, Maryland

- Assisted clients with applications and eligibility requirements for SNAP, TCA, TDAP, and Medical Assistance.
- Advocated for families facing financial hardship and barriers to services.
- Coordinated referrals and resources to improve client stability and well-being.
- Maintained accurate records and case documentation in compliance with departmental standards.

Leasing Agent, *August 1994 – February 2008*

Various Residential Communities | Maryland

- Built positive relationships with residents and prospective tenants across multiple residential communities.
- Assisted individuals with housing concerns, documentation, lease modifications, and community communication.
- Conducted interviews, screenings, inspections, and comprehensive record management.

INDEPENDENT NOTARY PUBLIC

Maryland Notary Public *2017 – Present*

- Verify the identity of signers and witness signatures in accordance with Maryland notarial laws.
- Administer oaths, affirmations, acknowledgments, and jurats; review documents for completeness prior to notarization.
- Ensure compliance with state regulations and ethical standards; maintain accurate records and safeguard confidential information.
- Provide professional, customer-focused notarial services to individuals, families, and community members.

EDUCATION

Community Health Worker Certificate - 2026

Community College of Baltimore County (CCBC)

Behavioral Health Counseling Certificate, *Expected: April 2027*

Community College of Baltimore County (CCBC)

General Studies

Southwestern High School | Baltimore, Maryland

CERTIFICATIONS

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| • Maryland Notary Public (2017–Present) | • Overdose Education & Naloxone (Narcan) Training |
| • Community Health Worker (CHW) Certificate | • CPR Certification |
| • HIPAA Certificate | |