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## Profile

Whenever possible, submit your application prior to the scheduled meeting of the affected advisory board so that they can consider all applications prior to making a recommendation to Council.

## Public Records Statement

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**I acknowledge that all information submitted in this application becomes a public record and will be searchable online. The Town is not able to remove information from the public record once it has been posted.**

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I Agree

kimssykes@gmail.com

Email Address

Kimberly

First Name

Sykes

Last Name

Middle Initial

231 N. Graham St.

Street Address

Suite or Apt

Chapel Hill

City

NC

State

27616

Postal Code

Mobile: (191) 952-5516

Primary Phone

Alternate Phone

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Residency within the Town limits is required for membership on most Council advisory bodies. Memberships of some committees and task forces may be composed of up to forty percent of non-Town residents.

## What district do you live in? \*

Chapel Hill Town limits (Purple)

[Please consult the town maps HERE if you are unsure.](#)

## If you are a Chapel Hill Resident, How long have you lived here?

4-9 years

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The Council encourages you to visit a meeting of the group that you are interested in serving on. Please choose no more than two groups from the list below to which you would like to apply.

## Which Boards would you like to apply for?

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Housing Advisory Board: Eligible

Question applies to Housing Advisory Board

**Select a Seat Category for the Housing Advisory Board \***

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Non-Market Rate Housing Resident

**Which Board is your First Choice? \***

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Housing Advisory Board

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**How did you find out about this opportunity? (select all that apply)**

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Email

**If you chose "Other" from the advertising opportunity listed above, please specify:**

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**Interests & Experiences**

**What perspective(s) do you bring to the board(s), commission(s), committee(s) or task force(s) to which you are applying?**

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Community Home Trust Home Owner

**Please provide a brief summary of any other relevant qualifications (skills, abilities, interests and/or experience) you bring.**

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I'm an administrative healthcare professional minority woman who lives and works in the community. I bring professionalism and my trials and tribulations thriving in our community.

[KIM\\_SYKES\\_1 .docx](#)

You may upload a supporting document (e.g., CV or resume). **Please be advised that any information submitted becomes a public record and may be searchable online.**

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**Demographics**

Kimberly Sykes

The Town Council seeks to attract persons from diverse backgrounds and believes that childcare and transportation is a potential barrier for qualified and interested applicants. See the [Childcare and Transportation Assistance pilot](#) for further details. In order to consider this application and provide some balance to the various boards, this personal information is required:

**Ethnicity \***

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African American

**Gender \***

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Female

**If other, please describe:**

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**Please select your age from the following list. \***

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35-54

Admin Coordinator \_\_\_\_\_

Occupation

**Are you a caregiver for or identify with a disability?**

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Yes  No

**Have you participated in the Peoples Academy?**

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Yes  No

**Are you a Town of Chapel Hill employee?**

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Yes  No

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**Ethics Statement**

## ETHICS GUIDELINES FOR TOWN ADVISORY BOARDS AND COMMISSIONS

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Members of advisory boards and commissions shall not vote on any matter in which they have a conflict of interest or an interest which reasonably might appear to be in conflict with the concept of fairness in dealing with public business. A conflict of interest or a potential conflict occurs if the outcome of the matter being considered is reasonably likely to have a direct, substantial, and readily identifiable financial impact on the member. In addition, members of the Historic District Commission and Board of Adjustment, when these boards are hearing cases, serve as quasi-judicial bodies. Pursuant to General Statute 160D-109(d), members of these boards “shall not participate in or vote on any quasi-judicial matter in a manner that would violate affected persons’ constitutional rights to an impartial decision maker. Impermissible violations of due process include, but are not limited to, a member having a fixed opinion prior to hearing the matter that is not susceptible to change, undisclosed ex parte communications, a close familial, business, or other associational relationship with an affected person, or a financial interest in the outcome of the matter.”

Any member who violates these Ethics Guidelines may be subject to removal from the board or commission. If the advisory board or commission member believes he/she has a conflict of interest then that member shall recuse himself/herself from voting on the matter. In cases where the individual member or the advisory board or commission establishes a conflict of interest, then the advisory board or commission member shall remove themselves from the voting area. Any advisory board or commission member may seek the counsel of the Town Attorney on questions regarding the interpretation of these ethics guidelines or other conflict of interest matters. The interpretation may include a recommendation on whether or not the advisory board or commission member should excuse himself/herself from voting. The advisory board or commission member may request the Town Attorney respond in writing.

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I Agree \*

*Applications will be kept on file from July 1st to June 30th of the same fiscal year. Please reapply each fiscal year if you are still interested in serving on an Advisory Board, Commission, Committee or Task Force and have not yet been appointed.*

# KIMBERLY SYKES

(919) 525.5166 / KIMSSYKES@GMAIL.COM / CHAPEL HILL, NC / LINKEDIN.COM/IN/KIMBERLYSYKESNC

## PROFESSIONAL PROFILE EDUCATION

Healthcare administration professional with 10+ years' experience in healthcare daily operations and strategic initiatives. Demonstrated ability to collaborate with clinical staff, administrative staff and diverse stakeholders, striving towards the best experience for patients within the revenue life cycle. Adept at complex financial research & analysis. Proficient in procedural & process creation and improvement.

**BACHELOR OF SCIENCE  
HEALTHCARE ADMINISTRATION  
BAY PATH UNIVERSITY  
LONGMEADOW, MA 2018**

**ASSOCIATE OF CRIMINAL JUSTICE  
HOLYOKE COMMUNITY COLLEGE  
HOLYOKE, MA, 2007**

## Experience

**UNC HEALTHCARE | CHAPEL HILL, NC 2015 – PRESENT**

**ADMINISTRATIVE SPECIALIST | 2017 – PRESENT**

**REVENUE CYCLE ADMINISTRATIVE SPECIALIST | 2016 – 2017**

**PATIENT FINANCIAL SERVICES REP | 2015 – 2016**

- Guarantee the accuracy in patient billing for 600+ patients weekly regarding all operating room services, support, implants, medical equipment, and supplies by thoroughly reviewing surgical charts prior to submitting requisitions through the EPIC system for fulfilment and payment.
- Drive the smooth running of departmental operations by adhering to company and regulatory policies & procedures and making suggestions to improve upon current policies/procedures; eliminating waste, reducing rework, and increasing controls around sensitive data.
- Deliver proactive solutions in the areas of patient care and medical procedure execution by analyzing patient data to identify trends and developing resolutions.
- Spearhead the supply chain management operations for the medical center by monitoring the medical equipment inventory, supply return, & equipment maintenance schedule, and contacting vendors for return authorizations.
- Determine inventory levels and forecasts medical supply need by collaborating with clinical managers to review & analyze month over month equipment usage and scheduled medical procedures.
- Ensured productivity and compliance in daily revenue cycle operations of the Radiology Centralized Scheduling Call Center within Imaging Support services by supervising, training, coaching and ensuring data execution quality of 12 specialists.
- Complied with all UNCHCS corporate policies, HIPAA regulatory guidelines, and departmental policies to ensure the privacy and confidentiality of patient and personnel.
- Protected the privacy and confidentiality of patients and personnel by complying with all UNCHCS corporate policies, HIPAA regulatory guidelines, and departmental policies.

## KEY SKILLS

Revenue Cycle Management

Healthcare Operations

Vendor Management

Process & SOP Creation

Process Improvement

Process Reengineering

HIPAA

Patient Advocacy

Budget Development

Statistical Analysis

Research & Analysis

Reporting

Clinical Management

Healthcare Administration

Inventory Management

Inventory Control

MS Office Suite

Administrative Support

# KIMBERLY SYKES

PAGE TWO

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## WORK EXPERIENCE CONTINUED

### **UNC HEALTHCARE CHAPEL HILL, NC 2015 – PRESENT**

*ADMINISTRATIVE SPECIALIST | 2017 – PRESENT*

*REVENUE CYCLE ADMINISTRATIVE SPECIALIST | 2016 – 2017*

*PATIENT FINANCIAL SERVICES REP | 2015 – 2016*

- Assured appropriate staffing levels, medical equipment, and device availability for patients by scheduling appointments, processing patient check ins for procedures requiring CT, MRI, VIR, X-rays, Fluoroscopy, PET, Nuclear Medicine, and mammography in the EMR system.
- Adhered to records management local, state, federal and company regulations in maintenance, control, retention, and purging of all patient medical & financial record documentation in both physical and electronic formats.
- Collaborated with patients, physicians, and UNC staff to ascertain needs and deliver resolutions, developing positive relationships and positive experiences.
- Coached supervisors and specialists on how to effectively deescalate and resolve escalated patient matters.
- Maximized the client services experience by effectively delegating and resolving 50+ inquiries daily regarding patient billing, medical results, insurance and scheduling matters.
- Recognized as a Subject Matter Expert and selected as member of the department's core training team and contributed to training and mentoring all new hires and tenured associates.

### **PATIENT SERVICES REPRESENTATIVE | BAY STATE HEALTH SYSTEMS | SPRINGFIELD, MA 2014 – 2015**

- Fostered a positive customer experience by providing administrative support to over 150 patients daily including 50 PCP and 10 specialty providers.
- Increased patients' comfort and understanding of their financial obligations by verifying and providing coverage options to patients & providing financial counseling to patients & families as needed.
- Decreased the wait time for patients to see specialists by obtaining referrals and authorizations then scheduling outside appointments for Radiology, Cardiology, Vascular, Dermatology, Urology, Hematology/Oncology, Geriatric, Audiology, Weight Management, Diabetic Education etc.

### **PATIENT ACCESS REPRESENTATIVE | CENTRAL CAROLINA HOSPITAL | SANFORD, NC 2010 – 2014**

- Familiarized patients with hospital policies, financial responsibilities and patient bill of rights, increasing the level of patient advocacy in their medical choices.
- Supported the patient diagnosis, treatment and recovery life-cycle by accurately and efficiently registering patients for outpatient surgical, laboratory, vascular, gastro, inpatient, and emergency procedures.
- Suggested alternate forms of financial support for patients that were having difficulty with fulfilling their financial obligations including, community resources, payment plans and discounted insurance plans.
- Determined the patient estimated initial financial obligation by verifying insurance coverage for required procedures.
- Awarded "Employee of the Year" for consistency, quality, customer service scores and manager recommendation.