


Kimberly Rhodes

Breast Pump Specialist

Certified Lactation Counselor (CLC) and durable medical equipment specialist with 8 years of experience fitting, dispensing, and educating patients on insurance-covered and clinical-grade breast pump equipment. Managed breast pump program operations for a major regional health system serving 4,000+ mothers annually. Expertise in hospital-grade pump fitting for NICU and medically complex cases, insurance billing (ICD-10, HCPCS), and state-of-the-art flange fitting techniques that measurably improve milk output.

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Experience

Breast Pump Specialist

Mar 2019 - Present

Northwestern Memorial Healthcare System

Chicago, IL

Lead breast pump specialist managing DME program operations and patient education for a major academic health system.

- Fit and dispense breast pump equipment to 4,000+ mothers annually across 3 hospital sites, maintaining 99.2% insurance claims approval rate
- Conduct individualized flange-sizing consultations, achieving 87% improvement in patient-reported comfort and 24% increase in measured milk output over baseline
- Provide clinical-grade pump setup and instruction for 200+ NICU families annually, coordinating with NICU nursing team on milk expression schedules
- Train 15 outpatient lactation staff annually on evidence-based flange fitting, pump maintenance, and troubleshooting techniques
- Manage inventory of 800+ units across 3 locations, implementing barcode tracking system that reduced equipment loss by 41%

Lactation Counselor & Pump Educator

Jun 2016 - Feb 2019

Advocate Health Care

Chicago, IL

Lactation counselor and breast pump educator serving postpartum unit and outpatient lactation clinic.

- Educated 50+ new mothers weekly on breast pump use, milk storage, and maintaining supply while returning to work or school
- Processed insurance authorizations for ACA-mandated breast pump benefit, achieving 94% approval rate on first submission
- Assisted IBCLC team with complex latch and milk supply cases; completed 800+ supervised lactation contact hours toward IBCLC eligibility

Skills

Breast Pump Fitting & Flange Sizing

Clinical-Grade Pump Operation

DME Insurance Billing (HCPCS/ICD-10)

NICU Milk Expression Support

Patient Education

Inventory Management

ACA Breast Pump Benefit Compliance

Breastfeeding Assessment

Education

Associate of Applied Science

May 2015

Harold Washington College

Chicago, IL

Allied Health

Languages

English

Native

Polish

Conversational

 **Certificates**

**Certified Lactation
Counselor (CLC)**

2017

Academy of Lactation
Policy and Practice (ALPP)

Professional lactation
counseling credential

**Certified Breastfeeding
Specialist (CBS)**

2019

Childbirth and Postpartum
Professional Association
(CAPPA)

Breastfeeding specialist
certification

**Certified Durable
Medical Equipment
Specialist (CDME)**

2021

Accreditation Commission
for Health Care (ACHC)

DME billing and compliance
certification