

MARISOL QUINTERO

COMMUNITY HEALTH WORKER

CONTACT

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🏠 Phoenix, AZ

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SKILLS

- Community Resources
- Motivational Interviewing
- Home Visits
- Insurance Enrollment
- HIPAA
- Confidentiality
- Microsoft Excel
- Outlook
- Customer Service
- Attention to Detail

EDUCATION

Associate of Arts

05/2023

Phoenix College

Phoenix, AZ

Public Health

SUMMARY

Bilingual English/Spanish community health worker with 2 years of outreach and patient support at a Phoenix health center. Connects patients to community resources, insurance coverage and food programs, and uses motivational interviewing during home visits. Holds Arizona CHW certification and handles every record with HIPAA-level confidentiality.

EXPERIENCE

Community Health Worker

09/2024 - Present

Desert Bloom Community Health Center

Phoenix, AZ

Federally qualified health center serving 18,000 patients across four clinics in west Phoenix.

- Manage a caseload of **65** patients with diabetes or high blood pressure and complete monthly home visits.
- Connect families to community resources such as food banks, rent aid and bus passes, closing 90% of referrals within 30 days.
- Assess patients for AHCCCS eligibility and guide 140 households through insurance enrollment in 2025.
- Coach patients on self-care goals; 58% of those enrolled lowered their A1C within six months.

Patient Services Representative

06/2023 - 08/2024

Valle Verde Family Medicine

Glendale, AZ

Front-desk role at a six-provider family medicine office.

- Checked in 70+ patients a day, verified insurance and booked follow-ups with friendly customer service in two languages.
- Protected patient privacy by following HIPAA rules for phone calls, faxes and chart requests.
- Tracked missed appointments in Microsoft Excel and called patients weekly, cutting no-shows from 18% to 11%.
- Managed provider calendars in Outlook and kept intake files complete with close attention to detail.

CERTIFICATES

Certified Community Health Worker (CCHW)

11/2024

Arizona Department of Health Services

Mental Health First Aid

02/2025

National Council for Mental Wellbeing