

Carmen Ortiz

Outreach Specialist

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SUMMARY

Bilingual Outreach Specialist with 4 years in community health, connecting uninsured families on the West Side to clinic care, Medicaid and marketplace coverage. Runs health fairs and school presentations, builds referral partnerships with churches and food pantries, and keeps outreach records clean in Microsoft Excel. Holds a valid driver's license and works evenings and weekends.

EXPERIENCE

Outreach Specialist

02/2024 - Present

Alamo Community Health Centers

San Antonio, TX

Federally qualified health center network with 7 clinics serving 45,000 patients.

- Reach **3,200** residents a year at 60 health fairs, school nights and church events across Bexar County.
- Complete Medicaid, CHIP or marketplace enrollment for 420 families a year, with 85% completing a first clinic visit.
- Build referral partnerships with 25 food pantries, shelters and churches, adding 600 new patients in 2025.
- Track contacts, referrals and follow-ups in Microsoft Excel and report monthly results to the outreach director.

Patient Navigator

06/2022 - 01/2024

Westside Family Clinic

San Antonio, TX

Nonprofit primary care clinic for low-income and uninsured patients.

- Guided 30 patients a week through sliding-fee applications, appointments and specialist referrals in English and Spanish.
- Called 150 patients a month after missed visits, cutting the no-show rate from 22% to 14%.
- Created PowerPoint and Microsoft Word handouts on diabetes care and coverage options for waiting-room sessions.
- Delivered customer service at the front desk during peak hours, resolving most questions on first contact.

SKILLS

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|-------------------------------|-------------------|-----------------------|
| • Community Outreach | • Microsoft Excel | • Customer Service |
| • Health Insurance Enrollment | • Microsoft Word | • Presentation Skills |
| • Referral Partnerships | • PowerPoint | |
| • Bilingual Spanish/English | • Outlook | |

EDUCATION

Bachelor of Arts

05/2022

University of Texas at San Antonio

San Antonio, TX

Communication

CERTIFICATES

Certified Community Health Worker

09/2022

Texas Department of State Health Services