

# Holly Vongprachanh

Garland, Texas, 75040; (214) 315-7455; hollyvongprachanh@gmail.com

<https://www.linkedin.com/in/hollyvongprachanh/>

## EDUCATION

### The University of Texas at Dallas

May 2026

*Bachelor of Science, Major: Healthcare Management*

Comet Transfer Scholarship

### Dallas College Richland Campus

June 2024

*Associate of Science, Liberal Sciences*

**GPA-3.5**

## EXPERIENCE

### Senderra Specialty Pharmacy-Dallas, Texas

June 2023–Present

PA Specialist

- Drafted 80 daily letters of medical necessity for denied medications, achieving a 95% approval rate
- Trained 15 peers weekly via Microsoft Teams on drafting letters of medical necessity, focusing on action, grammar, and wording
- Reviewed 30 documents a day for insurance companies to mail and send to patients or doctors for consent
- Reviewed and kept medical information for about 100 patients per day

### Smoothie King-Garland, Texas

May 2021-January 2022

*Shift Lead*

- Managed 4 team members per shift to complete daily tasks and maintain an efficient workflow
- Created repeat customers on a day-to-day basis and increased the customer satisfaction metric by 10% for the team
- Boosted café cleanliness by 50% through diligent routine maintenance
- Mentored new employees for a 2-month period on operational procedures and customer service standards

## CERTIFICATIONS

Learning LinkedIn for Students

September 2024

## ORGANIZATIONS

**Filipino Student Association**, The University of Texas at Dallas

September 2022-Present

**Pickleball Club**, The University of Texas at Dallas

January 2024-Present

**Vietnamese Student Association**, The University of Texas at Dallas

September 2022-May 2022

## Feed My Starving Children

- Packaged over 100 goods into sealed bags with cleanliness and sanitation
- Organized 50 boxes with food packs and meals to ship to a specific underdeveloped country
- Donated over \$100 in funds to underdeveloped countries in need of resources
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## ADDITIONAL INFORMATION

*Technical Skills:* Microsoft Office, Google extensions (docs, sheets, slides, etc.), Carepath Erecord, and Blueink

*Languages:* Conversational in Lao

*Eligibility:* US Citizen, Eligible to work in the US for internships and full-time with no restrictions