

## Rebecca Politis

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Project manager, relationship manager, advocate, and customer service professional with over 18 years in the health care and educational fields. Experience with health care and educational industries, disability policy and advocacy, accessibility standards across sectors, brand messaging, customer/client success, and content development. Knowledge of qualitative and quantitative research strategies to facilitate data collection and analysis. Adept in building and motivating high-performing multidisciplinary teams and driving productivity and accountability. Compassionate communicator with a strong ability to explain complex concepts clearly and concisely.

### Transferable Skills

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Lifecycle Project Management | Critical Thinking | Strategic Partnerships | SMART goal setting | Content & Material Creation  
Strategic Planning & Direction | Integrated Campaign Management | Continuous Improvements | Search Engine Optimization  
Cross selling & Upselling | Event Management | Trusted Liaison | Healthcare & Education Experience  
Use Case Development | B2B SaaS Understanding |

### Professional Experience

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#### Subject Matter Expert | Trualta | Remote

01/2023 to present

- Provide subject matter input for SaaS product to provide support and education to caregivers of children with complex medical needs.
- Provide feedback and guidance related to product development, market strategy, and sales objectives from perspective of consumer.

#### Speech-Language Pathologist | Global Teletherapy | Remote

06/2022 to present

- Provide assessment and treatment of children in public school K – 12 classrooms with moderate-to-severe disabilities via virtual platform.
- Coordinate daily with student care team including special education teachers, paraeducational support staff, and student families/caregivers.
- Deliver high-quality documentation via electronic educational software, participate in annual and triannual IEP meetings.

#### Associate Director, Health Care Services | American Speech Language Hearing Association | Rockville, MD

07/2018 to 12/2022

- Led and participated in large-scale, cross-functional projects to address complex customer needs and public policy issues.
- Regularly interfaced with customers via phone, video conference, and email, assisting with complex clinical and technical issues.
- Regularly interfaced with third-party payers (public, private & managed care organizations) to advocate for improved reimbursement policies and access to care for individuals across the lifespan (pediatric to geriatric).
- Presented research data to C-suite and financial teams alike, spearheading initiatives related to health care access and social determinants of health for marginalized communities.
- Advocated for legislation related to disability rights and access to care with federal and state representatives on Capitol Hill.
- Aligned team and personal goals with larger organizational mission and business objectives to meet revenue generating goals.

#### Speech-Language Pathologist | Medstar Health | Washington, DC

08/2015 to 07/2018

- Provided assessment and treatment of individuals across the lifespan and continuum of care clinical settings at MedStar National Rehabilitation Hospital and MedStar Georgetown University Hospital.
- Served as lead subject matter expert on pediatric rehabilitation steering committee, with aims of increasing patient safety and improving outcomes.
- Liaised with school districts and community service providers, delivering quality documentation to facilitate continuity of care and best outcomes when returning to academic and employment settings.

#### Speech-Language Pathologist | University of Wisconsin Hospitals and Clinics | Madison, WI

07/2013 to 08/2015

- Provided assessment and treatment of individuals across the lifespan and continuum of care, specializing in individuals with complex medical diagnoses including tracheostomy and degenerative neurological disorders.
- Served as lead subject matter expert on pediatric neurogenic communication disorders, specifically after acquired brain injuries.
- Supervised and mentored graduate students and clinical fellows, observing as they delivered all care, reviewing all documentation, and providing support and feedback as needed.

**Speech-Language Pathologist | Seattle Children's Hospital | Seattle, WA**

**04/2007 to 05/2013**

- Served as lead clinician on pediatric acute inpatient rehabilitation unit providing services to children aged birth to 21 years of age.
- Chaired clinical Quality Practice Committee which completed project deliverables including: reduction in interpreter scheduling errors by 15% and improvement of nursing-to-staff communication by 30% by end-of-year.
- Co-founded and lead monthly support group for children after traumatic brain injury and their caregivers resulting in improvement in patient satisfaction ratings by 26%.
- Liaised with school districts and community service providers to provide continuity of care and best outcomes for returning to academic and employment settings.

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**Teaching Experience**

**Adjunct Lecturer | George Washington University | Washington, DC**

**08/2015 to 12/2015**

Department of Speech, Language, and Hearing Sciences: Taught 75+ undergraduate students "*Language: Structure, Meaning, and Use*".

**Associate Clinical Professor | University of Wisconsin- Madison | Madison, WI**

**08/2014 to 08/2015**

Department of Communication Sciences and Disorders: Taught 30+ graduate students in didactical and practical classes including "*Adolescent Language Development*". Supervised graduate students delivering services in the UW-Madison Speech and Hearing Clinic, providing instruction and mentorship.

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**Certifications**

Certified Professional of Accessibility Core Competencies (CPACC)  
American Speech-Language Hearing Association Certificate of Clinical Competency  
California State Speech-Language Pathology License  
Google Project Management Certificate \*estimated completion July 2023\*

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**Education**

**Master of Science, Speech-Language Pathology** – University of Washington, Seattle, WA  
**Bachelor of Science, Speech & Hearing Sciences** – University of Washington, Seattle, WA

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**Volunteerism**

**Mom's Demand Action | Everytown, Santa Cruz chapter co-lead**  
**Surfing Moms, Accessibility Officer**  
**The Universal Design Project, Advisor**  
**W3C Cognitive Accessibility Community Group, member**  
**W3C Accessibility for Children Community Group, member**