



KATHRYN M. PICCATTO

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 Santa Monica CA 90401

EDUCATION

DEPAUL UNIVERSITY
BACHELOR OF ARTS
Mass Communication
and Media Studies
June 2015

SKILLS

PROFESSIONAL

- Meets/Exceeds Sales Quotas
- Grow Client Relationships
- Works Well Under Pressure
- Strategic Thinking
- Team-First Mentality

CERTIFICATES

- CNPR Certification:
Pharmaceutical Sales
Training Program Li-
cense #677782021

PROFESSIONAL EXPERIENCE

LASERAWAY

Lead Patient Care Coordinator | laseraway.com | April 2021 – Present

- Manage front desk operations, including patient check-in/out, while prioritizing positive experiences and promptly resolving customer complaints and conflicts.
- Perform diverse administrative tasks, encompassing scheduling, product inventory management, charting and consultations.
- Manage the registration process and provide assistance to medical staff in assessments and skincare treatment planning prior to scheduling patients.
- Initiate sales process by scheduling appointments, conducting thorough consultations, and professionally presenting LaserAway's treatments and skincare line with expert knowledge.
- Enhance client retention by introducing new treatment plans and services through effective upselling to existing patients.
- Close sales by establishing rapport with potential patients and articulating LaserAway's product benefits and service offerings.
- Execute impactful marketing and sales promotions to drive customer engagement and revenue growth.

Location Director Santa Monica (Temporary) | June 2022 – March 2023

- Oversaw operations and fostered a collaborative environment between remote and in-clinic teams, promoting LaserAway's values.
- Supported patient care coordinators to boost in-clinic sales and same-store revenue growth.
- Managed CRM initiatives to enhance return revenue and conducted performance management and safety oversight for in-clinic employees.

GQR GLOBAL MARKETS

Senior Associate Healthcare Recruiter | January 2020 – November 2020

- Lead medical practitioner recruitment and matching process for clients, ensuring optimal alignment.
- Manage end-to-end talent acquisition processes, encompassing recruitment, onboarding, and compliance, while conducting daily outreach, making 50 client and 50 candidate calls and logging at least 2.5 hours of phone calls.
- Build strong client and candidate relationships through confident communication, including morning meetings and training sessions with junior staff, ensuring effective candidate generation and continuous personal skill development.

RANDSTAD TECHNOLOGIES

Senior Associate Healthcare Recruiter | November 2018 – September 2019

- Collaborated with hiring managers and executive leadership to identify professional service needs, selecting optimal candidates for high-skilled and management positions.
- Managed day-to-day client relationships, providing industry insights and advice through onsite visits and business development activities.

KFORCE, INC.

Senior Talent Manager, Healthcare | October 2015 – October 2018

- Oversaw client relationships to implement talent acquisition strategies, enhancing revenue cycle processes and reducing AR balances.
- Worked closely with senior hiring managers to recruit ideal candidates for growing support functions, focusing on accounts payable, finance, and patient services teams.