

MARCUS HANSEN

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SUMMARY

Client focused professional combining two years in healthcare operations with hands on client onboarding and consulting experience. Onboards clients onto new systems, configures solutions to their workflows, and trains them to succeed. Strong communicator, organized, quick to learn new platforms, with a genuine curiosity for healthcare.

CORE SKILLS

Customer Success and Client Relationships Onboarding through ongoing partnership, understanding needs and configuring solutions, driving adoption, resolving issues and escalations

Healthcare Domain Knowledge Two years in medical practice operations, patient scheduling and registration, Epic (EHR), medical terminology

Implementation and Onboarding Leading client onboarding and implementation, configuring platforms to fit client workflows, developing and delivering user training, coordinating cross functional teams through go live

Product and Technical Fluency Learning and mastering new software quickly, configuring platforms and building automations, translating client goals into product setup, becoming the resident product expert

EXPERIENCE

COFOUNDER

Admin Ambassadors | 2026 to Present

Cofounded an AI consulting firm serving business clients with a human first approach. Onboard clients, learn their workflows, and configure tailored solutions, including an AI powered system that lets a client query their business data in plain language, then support them day to day through adoption. Serve as the primary point of contact, coordinate across stakeholders, and turn single projects into ongoing partnerships. Pick up new tools and platforms quickly and become the resident expert.

PATIENT ACCESS AND CLINICAL SUPPORT

Sanford Bemidji Medical Center | 2022 to 2024

Worked three roles across a busy medical center, including as an ER ward secretary handling patient registration, scheduling, insurance verification, and records in Epic. Coordinated communication between patients, providers, and departments. Supported patients directly as a triage technician, taking vitals, rooming patients, and performing EKGs. Gained a firsthand understanding of both the operational and clinical sides of a medical practice.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Exercise Science Bemidji State University, 2024

Salesforce Administrator (in progress) | AHA BLS/AED Certified | AWS Certified AI Practitioner (2026)