

HOVHANNES SHAHBAZYAN

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EXPERIENCE

Scheduler / Coordinator | *Alpha MRI Center, Los Angeles*

Aug 2025 – Present

- Manage high-volume MRI scheduling and communication with patients, providers, and personal injury law firms
- Handle inbound and outbound communication daily in a fast-paced environment
- Ensure accurate data tracking and coordination using scheduling systems (ADS)
- Improve workflow efficiency through cross-team collaboration

Home Health Intake Coordinator / Scheduler | *Sunset Home Health*

Oct 2024 – Feb 2025

- Coordinated home health intake processes, patient onboarding, and scheduling for field staff and clinical team members
- Managed high-volume communication between patients, family members, physicians, and referral sources
- Maintained accurate patient records, care plans, and compliance documentation within electronic health record (EHR) systems
- Processed referrals, verified coverage, and ensured seamless transitions of care

Copyright Specialist | *WebKontrol (Remote)*

Mar 2023 – Aug 2023

- Report copyright violations for major platforms including Apple, Netflix, and Amazon
- Worked independently while managing high-volume case processing
- Maintained detailed documentation and compliance records

Freight Broker | *V&R Capital*

Jul 2021 – Feb 2023

- Prospected and acquired new clients and carriers through cold outreach
- Qualified leads and matched client needs with logistics solutions
- Conducted high-volume outbound calls and emails
- Managed pipeline activity and client data using ZCRM
- Negotiated deals and maintained long-term client relationships

EDUCATION

A.S. Music Production | *Los Angeles Film School*

2023 – 2024

SKILLS

Lead Generation • Cold Calling • CRM (ZCRM) • Negotiation • Prospecting • Client Qualification • Patient Scheduling & Intake • Communication • Adaptability

LANGUAGES

Armenian: Native | **English:** Fluent | **Russian:** Fluent