

Abigail Burnett

Professional Reflections

PROFESSIONAL REFLECTIONS

Over the course of my career, I've encountered situations that tested both my professionalism and character. These experiences provided valuable lessons in leadership, ethics, and decision-making—each one contributing to my growth as a more thoughtful and resilient professional.

HEALTH MANAGEMENT ASSOCIATES (HMA)

Context: Served as an Insurance Verification Specialist managing the company's largest Durable Medical Equipment (DME) account, recognized for improving client satisfaction and efficiency.

Situation: Following significant performance gains and client preference for my work, I was asked to assume department leadership. Internal conflicts among team members led to changes in management decisions, resulting in the end of my employment.

Reflection: This experience taught me to maintain integrity and composure even in complex workplace dynamics, and to focus on performance, professionalism, and reputation over politics.

CHRISTIAN COTTAGE PREP

Context: Initially worked as a tutor in 2019 and later returned as a full-time teacher in 2023 after being invited by the school's founder.

Situation: While teaching, I successfully helped a high-need student advance multiple grade levels. Later, I raised safety and transparency concerns regarding a facility decision and found that the organization's direction no longer aligned with my values. I accepted another opportunity that better fit my professional ethics and family needs.

Reflection: This experience reinforced the importance of maintaining professional ethics, advocating for transparency, and upholding integrity even when doing so is difficult.

JOHN PETER SMITH HOSPITAL (JPS Health Network)

Context: Joined JPS Hospital immediately after completing my externship, supporting a high-volume clinic under one of the facility's surgical providers.

Situation: While performing in that role, I experienced a high-risk pregnancy requiring close medical monitoring. Despite continued dedication to patient care, health concerns created tension within the team. I chose to resign to protect my health and avoid unnecessary conflict.

Reflection: This experience reinforced the importance of self-advocacy, balance, and professionalism in difficult circumstances. It taught me the importance of setting professional boundaries and maintaining integrity in challenging situations.

FM SHORT MANAGEMENT

Context: Recruited directly by the property manager to serve as Leasing Manager for a busy apartment community, where I quickly achieved record leasing numbers and managed property operations independently during a severe winter storm.

Situation: After setting boundaries regarding social activities outside of work, the professional relationship with my supervisor became strained. Recognizing that the environment had shifted in a direction that compromised my ability to succeed, I made the decision to resign respectfully.

Reflection: This experience strengthened my confidence in maintaining professionalism, upholding boundaries, and addressing workplace issues directly and respectfully when alignment or expectations change.