Rachel Low

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Talent Strategy Partner with experience across clinical, operations, and executive hiring in fast-paced, multi-site organizations. I treat talent acquisition as a business strategy, partnering with leaders to anticipate workforce needs, build pipelines before roles open, and use data and market insights to shape smarter hiring decisions. I bring intentionality and a people-first approach to every step, creating a memorable candidate experience.

Skills & Technology

Workforce Planning	Recruitment Metrics & Reporting	iCIMS
Full Cycle Recruitment	Process Optimization	Calendly
Role Structuring	Talent Pipeline Development	Salesforce
Job Description Review	Candidate Experience Strategy	Jobvite
SOP Development	Stakeholder Communication	Pinpoint

Work Experience

Astrana Health Las Vegas, NV

Senior Recruiter – NV Market July 2024 - December 2025

- Lead full-cycle recruitment for clinical, non-clinical, and executive roles across multiple locations, managing everything from strategic sourcing and prescreening to site visits and onboarding.
- Standardized recruiting workflows and hiring manager training to improve consistency in role evaluation, candidate selection, and approval processes.
- Partnered with clinical and operational leaders to assess staffing needs, clarify role expectations, and align hiring priorities across multiple primary care sites.
- Supported compensation and offer alignment discussions by reviewing market competitiveness, internal pay alignment, and offer consistency to help inform hiring decisions across multiple roles.
- Designed and launched a Medical Assistant Externship Program and managed full-cycle recruitment efforts, helping increase clinic staffing from 67.2% to 91.4% while maintaining a 92.9% retention rate among new hires.

Wellpath – Massachusetts Department of Corrections Foxboro, MA

Senior Healthcare Recruiter January 2023 – July 2024

- Designed and led a new recruiter onboarding program and weekly skill-building sessions, improving ramp-up time and recruiting productivity across the team.
- Partnered with senior leadership to develop targeted retention strategies, plan hiring events, and conduct outreach to local schools and training programs.
- Spearheaded urgent staffing initiatives for high-need correctional facilities.
- Served as a formal peer mentor to junior recruiters, providing one-on-one coaching across divisions.

Healthcare Recruiter December 2021 – January 2023

- Developed and deployed targeted recruitment strategies to support clinical staffing needs across multiple correctional healthcare sites.
- Collaborated with operational leaders to continuously refine recruiting best practices based on staffing trends and hard-to-fill roles.
- Conducted comprehensive screening and interviews to evaluate qualifications and clinical competencies for licensed and non-licensed roles.
- Supported applicant tracking system updates, ensuring accurate pipeline management, hiring activity reports, and regulatory compliance.
- Maintained detailed hiring records and site-specific staffing logs to support vacancy tracking and reporting accuracy.

Barton Associates Las Vegas, NV

Credentialing Supervisor – Client & Provider Relations April 2021 – December 2021

- Hired, trained, and led a high-performing team of 8 Credentialing Associates across multi-state offices (NV, AZ, FL), providing direct supervision, performance coaching, and development support.
- Spearheaded process improvement initiatives and introduced learning & development programs, resulting in a reduction in assignment cancellation rate from 14% to 9% within 6 months, which contributed to the preservation of $7.1M in annual revenue.
- Served as a strategic liaison between credentialing, client services, and provider engagement teams to resolve escalated issues and ensure seamless placement operations.
- Developed performance dashboards and credentialing pipeline reports to inform executive leadership on operational trends and process bottlenecks.

Credentialing Lead – Client & Provider Relations January 2020 – April 2021

- Provided daily oversight and coaching to credentialing staff, driving improvements in team performance, credentialing turnaround time, and provider onboarding satisfaction.
- Managed multi-state credentialing workflows and timelines for providers assigned to diverse health systems, ensuring full compliance with facility and internal requirements.
- Collaborated with internal teams and external stakeholders to streamline privileging processes and proactively address compliance risks or delays.
- Prepared detailed credentialing reports for leadership, including client-facing audit packages and operational performance metrics.

Credentialing Associate – Client & Provider Relations February 2019 – January 2020

- Processed end-to-end credentialing and hospital privileging for physicians, NPs, and PAs across multiple U.S. healthcare systems, ensuring alignment with JCAHO, NCQA, and state-specific regulatory standards.
- Conducted comprehensive primary source verifications for provider education, licensure, board certifications, and DEA registrations.
- Maintained meticulous credentialing records and tracked re-credentialing timelines to ensure continuous compliance and uninterrupted assignments.
- Proactively addressed discrepancies or application delays through direct provider outreach and coordination with health system contacts.
- Partnered with cross-functional departments, including compliance, recruitment, and scheduling, to support smooth provider placement and onboarding.

Healthcare Recruiter January 2018 – February 2019

- Identified and recruited qualified medical professionals for locum tenens assignments.
- Presented providers to appropriate assignments based on fit, interest, and availability.
- Pre-screened candidates, submitted CVs, scheduled interviews, and negotiated contracts.

Education

Master of Science in Organizational Psychology - *Expected May 2027*
Arizona State University

Bachelor of Science in Business Administration; Marketing
University of Nevada, Las Vegas

Graduate Certificate in Business Analytics Science
The University of Arizona