

# CLIENT NAME, MBA

Torrance, California 12345  
123.456.7890 | rpwmail@gmail.com

## DIRECTOR OF OPERATIONS

### QUALIFICATIONS PROFILE

**Multifaceted and solutions-focused senior professional, with broad-ranging experience in operations oversight, business development, and process optimization.**

- ✓ **Innovative leader**, adept at creating and implementing strategic plans, policies, procedures, and programs to achieve seamless operations, reduce expenses, and increase profitability.
- ✓ **Concept-to-execution driver** with proven ability to analyze processes; identify new opportunities; as well as build and develop teams to ensure the attainment of goals.
- ✓ **Articulate communicator** with bilingual fluency in English and Spanish, effective at leading negotiations and cultivating strong relationships with both internal and external partners to maximize results.

### AREAS OF EXPERTISE

**Project Oversight | Business Acquisition | Strategic Planning and Implementation | Training Facilitation  
Employee Hiring and Onboarding | Data Management and Reporting | Performance Evaluation**

### PROFESSIONAL EXPERIENCE

COMPANY NAME | CITY, STATE

**Associate Director** **Nov 2020 Present**

- Capitalize knowledge of Six Sigma methodologies to provide strategic insights and recommendations for process improvement opportunities and ongoing support toward individual, departmental, and organizational goals.
- Coordinate with Analytics and Business Intelligence teams to determine reporting gaps, incorporate them into the construction process, and communicate the vision for software improvements in alignment with the organization's strategic growth.
- Spearhead the construction process in a timely and cost-effective manner, from the conceptual development stage through the post-occupancy and warrant period.
- Assume responsibility for the organization, planning, bidding, scheduling, and implementation of projects while coordinating assignments and supervising people, materials and equipment, budgets, schedules, and contracts.

#### Key Highlights

- ✓ Assessed and optimized post-construction proposals for approval, planning, and execution, resulting in a \$357K cost savings in 18 months.
- ✓ Supervised cross-functional teams in collaboration with the chief market development officer to identify future market expansions, which included the successful acquisition of 54 real estate properties and leases for new medical centers in 21 markets.

**Payor Engagement Manager**

**Nov 2019 Nov 2020**

- Led meetings and teleconferences with payers to define the file submission process between ChenMed and payors.
- Established and maintained existing relationships with all managed care plans, payers, providers, and services in accordance with system strategic goals.
- Utilized robust analytics to identify process improvement opportunities and actionable strategic initiatives.

#### Key Highlights

- ✓ Successfully revamped the onboarding implementation efforts with newly contracted health plans while promoting continuous collaboration between cross-functional teams through Agile methodologies until data alignment is achieved on both ends.
- ✓ Spearheaded the implementation of a data tracking tool, which secured process improvement opportunities during data analysis; minimized file transmission failures by 43%; as well as increased file processing time by defining system requirements for data integration efforts.

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- ✓ Drove 64% of payor participation while identifying business opportunities within the enterprise's data management procedures and improving data collection strategies, which enabled the standardization of electronic data interchange (EDI) processes.

## Central Operations Manager

Mar 2017 Aug 2019

- Built excellent working relationships with direct reports, colleagues, and executive management by creating and promoting an effective open-door policy.

### Key Highlights

- ✓ Boosted the team's abandonment rate performance by 30.67%, service level agreement (SLA) from 40.92% to 90.95%, along with a 4.38% increase in ABA in 10 weeks.
- ✓ Restored and achieved a 5% margin in patient experience quality scores by resolving broken segments of the current QA process and redesigning metrics and key performance indicators (KPIs).

## Service Team Analyst

Dec 2015 Mar 2017

- Conducted agent analysis and provided recommendations to assess strengths, weaknesses, opportunities, and threats (SWOT) in team performance objectives.
- Facilitated quality checks and trained agents to maximize patient experience and accuracy scores.

### Key Highlights

- ✓ Planned and led blended approach training and standard operating procedures (SOPs) for employee learning and professional development, resulting in a 55% improvement in quality and patient experience departmental metrics.
- ✓ Executed process improvement recommendations, including yielding over \$100K in soft savings and returning over 3,500 hours to the Talent Acquisition Team.

COMPANY NAME | CITY, STATE

## Patient Services Manager

Jul 2010 Dec 2015

- Monitored and reviewed uncollected profits of \$500K and worked with the finance manager to strategize a recovery plan.
- Assumed responsibility for the timecards and paid-time-off (PTO) requests of four employees.
- Promptly addressed escalated complaints from clients and providers.

### Key Highlights

- ✓ Demonstrated excellent negotiation skills in securing single-case payment agreements with out-of-network providers which increased client's net savings by 38%.
- ✓ Reduced blind spots and streamlined the department's day-to-day operations by suggesting additional reporting from IT to be implemented in the company's information system.
- ✓ Discovered areas of inefficiencies and suggested small projects to enhance the department's maximum capacity referral and authorization output.

## EDUCATION

### Master of Business Administration in Healthcare Management (MBA)

University Name | City, State

### Bachelor of Arts in Marketing (Graduated cum laude)

University Name | City, State

## TECHNICAL SKILLS

Jira | Monday.com | RingCentral | Data Visualization Software | Workday | Salesforce | inContact  
Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) | Spreadsheets