

Client Name

City, State ♦ Phone ♦ Email

PROFILE: ADMINISTRATIVE & HUMAN RESOURCES LEADER

Human Resources / Collaborative Leader / Administrative Operations

A highly experienced administrative and human resources leader with a strong background in government services and the military. Deploy creative and innovative human resources strategies to large organizations while maintaining employee relations and integrity in processes. Analyze current resources and deploys talent management and strategic projects to increase administrative efficiency and reduce turnover.

SIGNATURE STRENGTHS

Human Resources • Employee Engagement • Strategic Business Partnership
Recruiting & Staffing Initiatives • Collaborative Leadership • Problem Solving • Talent Management
Compliance Analysis • Healthcare Operations • State & Federal Labor Relations

Sectors: Human Resource

ACHIEVEMENTS & EXPERIENCE

COMMUNITY HOSPITAL – **GROUP PRACTICE MANAGER (GS-0671-11)** ♦ 8/2016 PRESENT

Determine the functional and resource requirements for the entire group practice. Act as management/executive representative for all departments and functions. Supervise a variety of teams including physicians, nurse practitioners, physician assistants and other healthcare professionals. Evaluate processes in order to determine the need for procedure improvements or additional direction, training or instruction.

- ♦ Evaluate industry trends as well as market performance for similar businesses. Assess the need for additional resources and oversee the recruiting of qualified individuals.
- ♦ Review policies and procedures within the department and determine necessary changes to meet current and future business needs. Increase efficiency overall by approximately 18%.
- ♦ Spearhead a project to organize medical information in an easily accessible database. Increase the efficiency of staff by decreasing time spent entering and searching for data.
- ♦ Reduce the average hiring cycle time by 5%. Achieve this by sourcing quality candidates and performing preliminary screening prior to interviews and job offers.
- ♦ Increase the hiring fill rate by 7%. Work collaboratively with recruiting staff to explore new avenues of candidate sourcing and increasing the quality of candidate discovery.
- ♦ Revenue per employee was increased significantly. Work collaboratively with the entire office management team to achieve an increase in revenue by hiring and developing motivated employees.
- ♦ Develop a program to hire Licensed Practical Nurses (LPNs) with little to no experience. Assist them in obtaining full skill sets within 2 years of on the job training and education.
- ♦ Serve as a program manager of daily operations for a large-scale healthcare team. Oversee all areas of human capital, budget analysis, training, procedural updates, rewards and hiring processes for 200+ individuals.

FARRELLY HEALTH CLINIC – **GROUP PRACTICE MANAGER (GS-0671-11)** ♦ 12/11 – 8/18

Served approximately 22,000 active duty soldiers as well as their immediate families. Distributed resources and sourced qualified candidates for open positions. Planned and executed strategic measures for all operational areas.

- ♦ Formulated clinical operating policies and procedures for a variety of different operating departments within the medical facility. Boosted productivity in all departments by an average of 20%.
- ♦ Analyzed current workflows and proactively identified inefficiencies. Reorganized tasks and work packages, increasing administrative efficiency by 15%.
- ♦ Crafted provider schedules for up to 37 different providers throughout the facility. Decreased patient wait times and appointment delays by 20%.

- ♦ Directly managed professional services government contracts worth in excess of \$3.5 million.

COMMUNITY HOSPITAL – **HEALTH SYSTEMS SPECIALIST (GS-0671-9)** ♦ 11/08 – 12/11

Administratively supported the Chief of Primary Care and Community Medicine (DPCCM.) Organized and deployed the patient centered medical home concept through the management of talented healthcare professionals.

- ♦ Reviewed the business plan with senior executives and planning teams throughout the organization. Strategically deployed plans based on critical projects assigned by upper management.
- ♦ Liaised with soldiers and their families during their civilian transition stage. Placed near 100% new veterans in appropriate follow-up healthcare in their home town.
- ♦ Conducted studies that regularly analyzed and identified inefficiencies in processes. Utilized data to devise business plans that matched the organization's goals and objectives.

EDUCATION

Master of Science in Management, Concentration in Human Resources
KAPLAN UNIVERSITY, Florida

Bachelor of Business Administration in Human Resources
FORT HAYS STATE UNIVERSITY, Hays, Kansas