

Dedicated and results-driven healthcare professional with a Bachelor of Science in Health Administration with over a decade of experience. Executive seeking to leverage skills and expertise as a Director of Operations with the responsibility to drive operational excellence, enhance quality of care, and contribute to the growth of a healthcare organization.

Skills:

Leadership
Team Management
Financial Management
Contract Negotiations
Regulatory Compliance
Credentialing
ROI

Inventory Management
Strategic Planning
Multi-Facility Management
Quality Assurance
Merger Acquisitions
HR
EMR systems

Fractional Director of Operations

Nelson Consulting - Remote

December 2023- Present

- Tailored support that scales with your firm's needs, ensuring flexibility and cost-effectiveness
- Training HR staff to ensure seamless implementation of new processes and documentation practices
- Analyze policy with recommendation on revisions and enhance HR policies to ensure compliance with current laws and best practices
- Develop and implement comprehensive crisis management plans, including communication strategies and risk assessments.

Director of Operations of California

Reliant Urgent Care and Occupational Healthcare - Los Angeles, CA

May 2023 - December 2023

- Oversee operations across 5 facilities, ensuring consistency and high-quality care
- Manage a diverse team of 100 healthcare professionals, administrative staff, support personnel, including hiring, training, and performance management
- Operational leadership and strategic direction to ensure efficient and effective healthcare operations
- During 2nd month, reduced overhead costs by \$500,000
- Implement quality assurance programs and continuous improvement initiatives to enhance patient outcomes
- Responsible for financial management: budgeting, expense control, revenue enhancement, setting KPIs, and financial reporting
- Restructure facility layout and staffing in a tiered position, for better patient flow
- Compliance with healthcare regulations, including HIPAA and OSHA, to maintain legal, ethical standards, and maintain accreditation
- Strategic planning and growth initiatives to expand services offered and achieve organizational goals
- Maintain supplier material selection database and conducts supplier audits as part of continuous improvement program
- Oversee billing companies reports
- Collaborate with MSO C-Suite
- Assisted during the acquisition

Practice Administrator/Executive Director

Foot & Ankle Doctors of Beverly Hills and Beverly Hills Wound Care Specialist - Beverly Hills, CA

November 2019 - March 2023

- Director of 5 entities, 4 locations, 66 skilled nursing home
 - Opened 3 locations within a 6 month timespan
 - Project manager of build outs for 2 office suites
- Design and implementation of policies and procedures related to employee relations, compensation and benefits, training and development, safety programs and compliance programs, team building programs , HR matters

Practice Manager

St. John's Well Child - Los Angeles, CA

January - November 2019

- Supervise 11 clinics and 100 employees
- Promoted 3 Clinic Coordinators within 2 months to manage more efficient processes
- Dental department increased profits within 2 months
- Developed a mentorship program for dental assistants to gain insight on leadership promotions with the Chief Medical Director

Practice Administrator

Beverly Hills Dental Health & Wellness - Beverly Hills, CA

September 2017 - January 2019

Regional Practice Manager

Alpan Orthodontics - Los Angeles, CA

April 2016 - August 2017

Practice Consultant

Orthopedic Spine Surgery - San Francisco, CA

March - October 2016

Regional Practice Administrator

Children's Choice Pediatric Dental Group - San Francisco, CA

September 2015 - March 2016

Practice Manager

Aspen Dental - Grandville, MI

February 2012 - July 2014

References upon request.