

First Last

Healthcare Project Manager

Healthcare project manager with 10 years of experience delivering projects on time, under budget, and at optimum quality. Well-versed in financial and process orientation toward cost reduction and enhancement of profitability. Key achievement: partnered with the chief medical officer and developed a new model of care delivery that increased patient access to healthcare by 45% while reducing hospital readmissions by 52%.

WORK EXPERIENCE

Resume Worded, New York, NY

Healthcare Project Manager 11/2019 – Present

- Tracked program and project RAID (Risks, Actions, Issues and Decisions) by providing analysis, 43 reports, and a 5-year plan to mitigate identified risks.
- Supervised 10 cross-functional teams through project lifecycle phases, including requirements gathering, design, and prototyping, 5 weeks after resuming.
- Managed the implementation of 5 new electronic medical record systems, including training 245 employees and ensuring that relevant equipment was in place.
- Developed detailed scope documents based on requirements of 27 clients and their budget constraints by managing budgets up to \$1180K per project.

Growths, San Francisco, CA

Healthcare Project Coordinator 02/2017 – 10/2019

- Partnered with the chief medical officer and developed a new model of care delivery that increased patient access to healthcare by 45% while reducing hospital readmissions by 52%.
- Managed 1-on-1 meetings with 21 physician leaders and developed comprehensive service line strategies for 9 clinic locations.
- Built project management frameworks into business processes at 32 clinics, helping to improve patients' decision-making by 49%.
- Created 7 systems that tracked and monitored 10K patient records, which increased data entry efficiency by 25%.

Resume Worded's Exciting Company, New York, NY

Healthcare Analyst 06/2012 – 01/2015

- Created 4 automated reports that tracked the satisfaction scores of 2K patients over time, helping to provide management with 100% real-time feedback about quality of care issues.
- Reviewed 50GB of healthcare data to identify opportunities for improvement, then implemented changes in the electronic medical record system, resulting in a 30% monthly savings.
- Analyzed and reported on the status of 20 projects using project management methodology, including identifying risks and mitigation strategies, saving RWE \$2M in 2014.
- Completed two Lean Six Sigma projects, which enhanced clinic effectiveness and recouped over \$1M over six months.

CONTACT

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SKILLS

Technical Skills:

- Healthcare (Advanced)
- Patient Safety
- Case Management
- Medical Records

Techniques:

- Program Management
- Healthcare Management
- Utilization Management

Tools and Software:

- SQL
- MS Project
- PowerPoint
- Microsoft Access

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EDUCATION

Resume Worded University

Bachelor of Science
Business Administration
Boston, MA — 05/2012

Awards: Resume Worded Teaching Fellow (only 5 awarded to class), Dean's List 2012 (Top 10%)

OTHER

- Certified in Healthcare Project Management (CHPM).
- Certified Professional in Healthcare Quality (CPHQ).
- Project Management Professional (PMP).