

CHARLOTTE MAY

Senior Operations Manager | Healthcare Start-Up |
Remote Team Leadership

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SUMMARY

A seasoned operations professional offering over 5 years of robust experience in healthcare startups, skilled in strategic change management, operations optimization, and cross-functional project execution. Efficient in analyzing business trends and managing remote teams to drive sustainable growth.

EXPERIENCE

Operations Manager

2016 - 2019

HealthBridge

Cleveland, Ohio

Led multiple operations in a healthcare-focused start-up, driving innovation and efficiency.

- Led and managed a team of 25+ remote employees, resulting in significant operational efficiency increase.
- Identified operational bottlenecks and trends, optimizing workflow by 35%
- Worked cross-functionally with CX Strategy and Core Ops teams to reduce claims turnaround time by 20%
- Partnered with Product department to design and execute technology roadmap, improving operational processes by 30%

Deputy Operations Manager

2014 - 2016

MedPearl

Austin, Texas

Managed cross-functional teams and projects in a healthcare consulting firm.

- Managed a team of 15+ remote professionals, enhancing team productivity by 25%
- Implemented strategic changes, driving a 40% increase in operational efficiency
- Facilitated successful collaborations with Business Intelligence and Payer Partnerships teams, improving overall operations by 30%

Associate Operations Manager

2012 - 2014

HealFront

Houston, Texas

Managed day-to-day operations in a healthcare implementation start-up.

- Managed and mentored a group of 10 remote employees, ensuring smooth workflow execution
- Identified and rectified operational bottlenecks, reducing downtime by 15%
- Collaborated with internal stakeholders to deliver innovative insights for future scale

EDUCATION

Master of Business Administration

2010 - 2012

Southern Methodist University

Dallas, Texas

Bachelor of Science in Health Care Administration

2006 - 2010

University of North Texas

Denton, Texas

STRENGTHS

✓ Project Management

Successfully executed a company-wide project that increased operational efficiency by 35% at my previous job at HealthBridge.

★ Team Leadership

Managed and mentored a team of 25+ remote employees at HealthBridge, thereby driving an increase in productivity by 20%.

🔧 Problem Solving

Identified and rectified operational bottlenecks at my previous role at HealFront, reducing downtime by 15%.

SKILLS

Team Leadership ·

Operations Management ·

Strategic Change Management ·

Business Intelligence ·

Claims Management ·

Remote Team Management ·

Analytical Skills ·

Process Optimization ·

Stakeholder Engagement

CERTIFICATION

Certified Professional in Health Information & Management Systems

Course provided by the Healthcare Information and Management Systems Society (HIMSS)

Lean Six Sigma Black Belt for Healthcare

Course provided by the Lean Six Sigma Company