

Jessica Claire

100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

Summary

Accomplished healthcare executive with significant experience in both hospital operations and consulting, with a record of managing to success and delivering solid results. Effective at improving revenue, team productivity and policies to keep the facility operating at a sustainable and profitable level. Well-versed in motivating and retaining employees, building relationships with residents and families and achieving the requirements for continued accreditation.

Skills

- Process Improvement
 - Mergers and Acquisitions
 - Contract negotiations exceeding \$1 million in sales
 - Cost Analysis
- Management Coaching
 - Project Implementation
 - Executive Leadership
 - Effective Communicator and Public Speaker

Experience

Executive Healthcare Consultant, 12/2006 to Current

Edelman – Chicago, IL

- Assess strengths and weaknesses of various hospital’s current operations
- Lead informative meetings with senior leadership and department directors to identify and implement performance improvement and cost reduction opportunities
- Established consulting services for cost savings and operational process improvement opportunities
- Provide analytic support work to assist in establishing goals and objectives, and set performance indicators

Vice President Supply, 12/2016 to 12/2018

City Of Seattle, Wa – Seattle, WA

- Implemented new physician driven value analysis program that produced a net savings of over \$1.5 million in the first year of implementation
- Responsible for total annual supply spend of \$275 million and capital in excess of \$25 million
- Responsible for a team of 65 employees, eight of which were direct reports
- Managed the GPO portfolio with a successful 82% compliance
- Completed successful divestiture transition from HCA to OU Medicine Inc for all supply chain activities
- Responsible for the warehouse operations which provided 97% fill rates.

Director, 12/2012 to 12/2014

Huron Healthcare Consulting – City, STATE

- Responsible for selling consulting services, conducting operational assessments, including review of management structure and providing recommendations for expense management and process improvement opportunities.
- Projects include major, multi-site organizations, community hospitals and critical access hospitals
- Contributed to multiple assessments identifying cost reduction opportunities ranging from \$3.5M to \$75M
- Project lead for engagement delivering 119% against goal.

Vice-President Support Service, 12/2002 to 12/2006

Washington Hospital Center – City, STATE

- Managed a \$100M+ operating budget as well as 750 FTEs
- Effectuated a centralized patient transportation program with increased both patient and nursing satisfaction.
- Developed and implemented a four-campus emergency preparedness security plan which included unified emergency codes.
- Renegotiated contracts for sale of steam/chilled water to third party facilities increasing revenues and offsetting increase in utility costs.
- Instituted a new way-finding and signage program, increasing patient satisfaction.
- Implemented a support services call center, increasing employee satisfaction.
- Administer a new patient advocate program, increasing patient satisfaction by 24%.

Education and Training

Master of Business Administration

Our Lady of the Lake University - San Antonio, Texas

Bachelor of Science: Healthcare Administration

University of Texas Medical Branch - Galveston, Texas

Activities and Honors

- American College of Healthcare Executives, Member
- Association for Healthcare Resource & Materials Management, Fellow, Member, Former Board Member, Former Board President
- Recipient of Gosset Leadership Award, 2002 CMRP
- OKC Rangers Soccer, Fundraising Manager
- Girls Softball Coach, Mustang, Oklahoma
- Church Under the Bridge Outreach Mission, Volunteer