

Gabrielle Ferguson

404-519-3727 • Decatur, GA • g.n.ferguson@live.com • www.linkedin.com/in/gabrielle-ferguson

Strategist Implementation Manager

PROFESSIONAL SUMMARY

Healthcare Program Manager with 8+ years of experience coordinating and implementing strategic project initiatives, developing solutions for complex business problems, managing projects with large cross-functional teams, and streamlining operations to drive business growth and revenue. Skilled at designing strategy for product/service launches and implementation. Highly collaborative manager who acts as the liaison between multiple departments, vendors and customers to foster collaboration, assess risk and identify best practices for business development.

SKILLS

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| • Agile/Scrum Methodologies | • Client Onboarding | • Healthcare Information Technology (HIT) |
| • Project Management | • Compliance/ CMS Guidelines | • Rehab Marketing/Sales |
| • Jira, MS Project, Salesforce, Miro, Zoom, Teams, Slack, G Suite | • Medicare/Medicaid | • Solution Design |
| • Cross-functional Collaboration | • HEDIS & Quality Measures | • Product/Service Development |
| • Change Management | • EMR documentation(Epic, Rehab Optima/Net Health, Casamba) | • Revenue Cycle Management |
| • Data Analytics | • EHR Implementation | • Sales/Marketing |
| • Stakeholder Engagement | • Risk Assessment/Management | • Contract Negotiation |
| | | • Operations Management |

EXPERIENCE

Program Manager

05/2022 - 02/2023

Select Rehabilitation| Greensboro, GA

- Developed and presented project documentation, including detailed project plans and progress reports with critical metrics; enabled stakeholders to monitor project progress and make informed decisions that resulted in a 20% increase in project completion rate.
- Facilitated the creation of project roadmaps and communicated project status to all stakeholders; resulted in a 30% increase in project efficiency and reduced project timeline by 20%.
- Performed project plan tracking and retrospectives through clear and concise status reports and time management reports, highlighting potential deployment issues and track team member progress against project charter.
- Streamlined special projects through the development of process flows illustrating issues in the business process, increasing productivity metrics by 85%.
- Orchestrated weekly business reviews with cross-functional teams to assess program performance, collect stakeholder feedback and identify areas for improvement; improved customer satisfaction by 25%.

Key Accomplishments:

- Implemented a comprehensive approach to gather, map, and prioritize market pain points and product requirements from stakeholders; balanced customer/user feedback and long-term roadmap to increase customer engagement with product/service offerings and client retention by 80%.
- Managed successful implementation of new EMR software in collaboration with IT department, ensuring compliance with HIPAA and conducting user acceptance testing which led to 25% increase in billing accuracy.

Program Manager

02/2018 - 08/2021

Sava Senior Care| Tucker, GA

- Championed change management plans by presenting data analysis and strategic insights, resulting in a 40% reduction in customer complaints.

- Redesigned and initiated new progress tracking systems to facilitate improved team efficiency by 80%.
- Conducted extensive market research and surveyed 100+ customers to prioritize product/service enhancements and created a roadmap that increased customer satisfaction by 40% in 3 months.
- Created training program for 50+ staff members on new EMR system, resulting in a 40% reduction in patient record errors.
- Orchestrated alignment sessions with customers, stakeholder analysis, and created measurement strategies to ensure retention and effective service adoption.
- Planned and executed 93% of goal deadlines, allocated budget, and worked across technical, marketing, and executive teams to ensure each were properly resourced.
- Coordinated end-of-quarter reviews with senior management to discuss program updates and recommendations for growth; contributed to a 50% increase in revenue.

EDUCATION

South Carolina State University | M.A. in Speech Pathology & Audiology

University of Georgia | BSEd in Communication Sciences and Disorders

CERTIFICATIONS

Certified Scrum Master (CSM)

Certified Lean Six Sigma Green Belt