

ALEXANDRA RODRIGUEZ

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PROFESSIONAL SUMMARY

Healthcare Administrator with over 8 years of progressive experience optimizing operational efficiency, improving patient outcomes, and implementing innovative systems in large healthcare organizations. Skilled in healthcare policy, compliance, strategic planning, and team leadership. Demonstrated success in reducing costs while enhancing quality of care and patient satisfaction.

AREAS OF EXPERTISE

- Healthcare Operations Management
- Strategic Planning & Implementation
- Budget Development & Financial Oversight
- Staff Development & Team Leadership
- Quality Improvement & Patient Safety
- Healthcare Policy & Regulatory Compliance
- Electronic Health Records (EHR) Systems
- Data Analysis & Performance Metrics

PROFESSIONAL EXPERIENCE

DIRECTOR OF OPERATIONS

Bayside Medical Center | San Francisco, CA | August 2019 - Present

- Oversee daily operations for a 250-bed acute care hospital with 800+ employees and \$120M annual budget
- Led implementation of new EHR system, resulting in 30% reduction in documentation time and improved care coordination
- Developed and executed strategic initiatives that improved HCAHPS patient satisfaction scores from 72% to 89%
- Streamlined admissions process, reducing average wait times by 40% and increasing patient throughput
- Implemented cost-saving measures that reduced operational expenses by \$3.2M annually while maintaining quality standards

- Spearheaded the creation of interdisciplinary care teams, resulting in 25% reduction in readmission rates
- Chair the Quality Improvement Committee and lead hospital-wide patient safety initiatives
- Ensure compliance with all state and federal healthcare regulations, including Joint Commission standards

ASSOCIATE ADMINISTRATOR

Golden Gate Healthcare System | Oakland, CA | June 2016 - July 2019

- Managed operations for three outpatient clinics serving 75,000+ patients annually
- Coordinated successful transition to value-based care model, improving quality metrics while reducing costs
- Developed and monitored \$45M annual budget, consistently maintaining operations within 2% of projections
- Led cross-functional team of 150 clinical and administrative staff across multiple locations
- Implemented patient flow optimization project that increased clinic capacity by 22% without additional staffing
- Collaborated with Chief Medical Officer to develop and implement clinical quality improvement initiatives
- Established community outreach programs that increased new patient acquisition by 18%
- Negotiated service contracts resulting in \$750K annual savings

HEALTHCARE OPERATIONS MANAGER

Sunrise Medical Group | San Jose, CA | May 2014 - May 2016

- Directed daily operations for busy multi-specialty medical practice with 28 physicians
- Managed staff of 45 clinical and administrative employees
- Implemented new scheduling system that reduced no-show rates from 18% to 7%
- Coordinated transition to new billing system, resulting in 15% increase in clean claim rate
- Developed performance improvement initiatives that increased practice revenue by 12%
- Created staff training programs to enhance customer service and patient experience
- Ensured compliance with changing healthcare regulations and reporting requirements

EDUCATION

Master of Health Administration (MHA) University of California, Los Angeles | 2014

- GPA: 3.9/4.0

- Thesis: "Implementing Lean Methodologies in Healthcare Settings"
- Leadership: President, Healthcare Management Association

Bachelor of Science in Health Sciences University of San Francisco | 2011

- Minor in Business Administration
- Graduated Magna Cum Laude

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Fellow, American College of Healthcare Executives (FACHE)
- Certified Healthcare Executive (CHE)
- Lean Six Sigma Green Belt Certification
- Healthcare Financial Management Association (HFMA) Certification

PROFESSIONAL AFFILIATIONS

- American College of Healthcare Executives (ACHE)
- Healthcare Financial Management Association (HFMA)
- Medical Group Management Association (MGMA)
- California Association of Healthcare Leaders (CAHL)

PRESENTATIONS & PUBLICATIONS

- "Transforming Patient Care Through Operational Excellence" - Healthcare Innovation Summit, 2022
- "Implementing Effective Quality Improvement Initiatives" - Journal of Healthcare Management, 2021
- "Bridging Clinical and Administrative Leadership" - California Healthcare Leadership Conference, 2020