

Robert Smith

Vice President Of Operations

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SUMMARY

A results-oriented Director/VP/SR Vice President Of Operations with a 10+ year record of strategic planning, consulting, marketing, sales, project management, improving the efficiency of operations, team building, and social media. Able to identify areas of strength and weakness and implement company policies, standards, changes in operation, and systems that optimize productivity and the bottom line. To obtain a position for a well-established company while using my leadership skills, organizational and problem-solving skills to increase the company's productivity.

SKILLS

MS Office, Human Resources, Project Management, Program Management, Operations Management, Strategic Business Planning, Six Sigma, Organizational Leadership

WORK EXPERIENCE

Vice President Of Operations

ABC Corporation - 2008 - Present

- Managing 25 employees and daily activities across the departments of customer service, claims processing, authorizations, accounting, and health care counseling.
- Successfully supervised and passed the third party audits three consecutive years with a less than 3% error rate on 150 claims and under \$10,000 in monetary errors out of the \$1.4 million dollars of claims reviewed each year.
- Researching and implementing new technologies that are beneficial to the company.
- Developed reports and metrics to track claim processing timeframes, error reports, customer service call reports, and cost-containment savings reports.
- Handling the monthly accounts receivables and accounts payables for the entire company.
- Developing, executing and driving innovative and disruptive operating/development plans to support growth and profitability.
- Recommending, developing and assisting in the strategic long-range planning process.

Vice President Of Operations

ABC Corporation - 2004 - 2008

- Worked collaboratively with leadership in the development and govern the annual budget for the clinic operations area and implements plans to achieve budgetary goals.
- Monitored compliance of all clinic metrics (Patient, Provider, Performance, Quality, etc.)
- Provided continual process improvement including all clinic processes and/or services
- Ensured all operational services meet regulatory and quality standards
- Maintained professional affiliations and enhance professional growth and development to remain current in the changing healthcare trends as related to the management of operations.
- Built and maintained key strategic relationships with all stakeholders, internal and external.
- Achieved fiscal and operating objectives, as well as developed the strategic objectives for the group.

EDUCATION

Bachelor Of Arts - 2003 (California State University East Bay) Associates in Business Mgmt - 1982(International Corr. School)