

ROBERT SMITH

Chief Operations Officer/Founder

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Performance management driven executive with more than ten years of healthcare administration and business development experience. Change management leader with the ability to implement operational change to meet current and future requirements, right sizing and redirection of business focus and personnel. Proven ability to identify and implement efficiency and operational solutions to ensure compliance while maximizing revenues, quality and productivity.

CORE COMPETENCIES

Microsoft Office, Spanish.

PROFESSIONAL EXPERIENCE

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ABC Corporation - May 2010 – August 2015

Key Deliverables:

- Boosted company efficiency through technology upgrades and process improvements such as the development of our scripting tool which allowed us to analyze in great detail the various marketing campaigns through the revenue cycle.
- Revamped the managed care program, resulting in a 67% improvement in billable shipped product.
- Identified inefficiencies and made recommendations for process improvements Mentored, coached and trained 15 supervisor/managerial team members.
- Optimized the overall customer experience through the implementation of follow up educational calls to field questions on product use.
- Increased productivity by 10% through the implementation of a comprehensive proprietary field management program, while simultaneously reducing head count in that department by 40%.
- Monitored project schedules for 3 projects at a time.
- Consulted on compliance and regulatory issues within the various companies represented under CarePoint Holdings.

Chief Operations Officer

Dorchester Family YMCA - 2005 – 2010

Key Deliverables:

- Oversee all of the financial activities of organization by developing, managing, and monitoring the operating budget.
- Human Resources administrator for 70 employees including hiring, benefit, and payroll administration.
- Develop and evaluate services, programs, and special events that support the Ys mission within the community.

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- Serves on the Finance Committee for the Y; attends monthly meetings to monitor and report on operations, cash flow, special events and actual performance to budget.
- Responsible for administration of grant monies.
- Assist with coordination and support of the Annual Support Campaign and all special events.
- Continue to handle all marketing duties listed below as Marketing Director..

EDUCATION

- Bachelor of Science in Psychology - (University Of Wisconsin - Oshkosh, WI)