

Offering 15+ years of experience in Operations Management and Business Development in the Health Care and Telecommunications industries. Expertise includes Budget Management, P&L Planning and Analysis, Personnel Training and Development, Quality Control, and Process Improvement.

Technical Skills

- HTML
- CSS
- JavaScript
- JQuery
- Responsive Design
- BootStrap
- Git
- Github
- Ajax
- Node JS
- NPM

Expertise

- Operations Management
- Business Development
- Labor Management
- Budget Management
- P&L Planning & Analysis
- Training & Developing Personnel
- Quality Control (QC)
- OSHA & Joint Commission Compliance
- Contract Negotiation
- Reducing Labor & Operating Costs
- Customer Service & Satisfaction
- Infection Prevention
- Facility Safety
- Personnel Scheduling
- Process Improvement

Full Stack Developer

Full Stack Web Developer experienced in HTML, CSS, Bootstrap, Javascript, JQuery, Ajax, Node JS, and NPM.

Experience

SMU FULL STACK. DEVELOPER CERTIFICATE PROGRAM — Dallas, Texas 2020 – Present

Areas of Study:

- Computer Science applied to JavaScript
- Databases (MySQL, MongoDB)
- Server Side Development(MERN Stack, Progressie Web Applications)
- Browser Based Technologies (HTML 5, CSS, JavaScript, JQuery, Bootstrap)
- Deployment/Command Line Fundamentals (Heroku, Git)
- API Interaction (API, JSON, AJAX)
- Quality Assurance (Unit Testing, Linting, Continuous Integration)

BAYLOR UNIVERSITY MEDICAL CENER — Dallas, Texas 2018 – Present

General Manager, Aramark

Oversee all day-to-day housekeeping operations, including budget, labor, quality control, and safety management for a 915-bed, Level 1 trauma center. Supervise 14 direct reports, including 1 Ops Director, 4 Managers, 9 Supervisors, and oversee 290 employees.

- Develop and execute an operational plan to achieve departmental objectives.
- Manage productive and nonproductive labor totaling \$7.5 Million annually.
- Manage an annual Supply & Equipment budget of \$2.5 Million and perform detailed and accurate P&L analyses.
- Train, develop, and evaluate Managers and implement programs and processes to ensure they are held accountable for the execution of all duties.
- Create weekly workforce schedules and manage a 2-week project list to ensure all floor care is completed according to schedule.
- Execute daily quality control systems and perform yearly audits of all equipment.
- Review Quarterly Assessments with the District Manager to identify ways to improve operational performance and profitability.
- Collaborate with hospital administration to provide world-class service and work to continuously improve customer and patient satisfaction.
- Ensure compliance with health, safety, OSHA, and Joint Commission policies.
- Serve on the Infection Prevention Committee and Safety Committee.
- Completed successful Joint Commission Inspection with zero findings.

TEXAS HEALTH HARRIS METHODIST — Bedford, Texas 2016 – 2018

Director, Vanguard Resources

Oversee all day-to-day housekeeping and laundry operations, including budget, labor, quality control, and safety management for a 227-bed, Level 3 trauma center. Supervise 8 direct reports, including 4 Assistant Directors, and oversee 110 employees.

- Develop and execute an operational plan to achieve departmental objectives.
- Manage productive and nonproductive labor totaling \$2.5 Million annually.
- Manage an annual Supply & Equipment budget of \$1.2 Million and perform detailed and accurate P&L analyses.
- Train, develop, and evaluate Assistant Directors and implement programs and processes to ensure they are held accountable for the execution of all duties.
- Create weekly workforce schedules and manage a 2-week project list to ensure all floor care is completed according to schedule.

- Personnel Scheduling
 - Process Improvement
 - Patient Flow
 - Data Analysis
 - Data Reporting
 - Account Management
 - Sales & Marketing Strategy
- processes to ensure they are held accountable for the execution of all duties.
 - Create weekly workforce schedules and manage a 2-week project list to ensure all floor care is completed according to schedule.
 - Execute daily quality control systems and perform yearly audits of all equipment.
 - Review Account Condition reports with the Vice President to identify ways to improve operational performance and profitability.
 - Collaborate with hospital administration to provide world-class service and work to continuously improve customer and patient satisfaction.
 - Ensure compliance with health, safety, OSHA, and Joint Commission policies.
 - Serve on the Infection Prevention Committee and Facility Safety Committee.
 - Implement Dazo testing for validation of cleaning processes.
 - Implement an action plan for the Joint Commission Inspection.

JOHN PETER SMITH HOSPITAL — Fort Worth, TX

2013 – 2016

Director, Hospital Housekeeping Systems

Oversee all day-to-day housekeeping and operations, including budget, labor, quality control, and safety management for a 537-bed, Level 1 trauma center. Supervise 10 direct reports, including 6 Assistant Directors, and oversee 263 employees.

- Develop and execute an operational plan to achieve departmental objectives.
- Manage productive and nonproductive labor totaling \$4.5 Million annually.
- Manage an annual Supply & Equipment budget of \$1 Million and perform detailed and accurate P&L analyses.
- Train, develop, and evaluate Assistant Directors and implement programs and processes to ensure they are held accountable for the execution of all duties.
- Create weekly workforce schedules and manage a 2-week project list to ensure all floor care is completed according to schedule.
- Execute daily quality control systems and perform yearly audits of all equipment.
- Review Account Condition reports with the Vice President to identify ways to improve operational performance and profitability.
- Collaborate with hospital administration to provide world-class service and work to continuously improve customer and patient satisfaction.
- Ensure compliance with health, safety, OSHA, and Joint Commission policies.
- Serve on the Infection Prevention Committee and Facility Safety Committee.
- Implement ATP testing for validation of cleaning processes.
- Implement an action plan for the Joint Commission Inspection.

Education: Currently enrolled in SMU Full Stack Developer Coding Bootcamp
 UNIVERSITY OF SOUTHERN MISSISSIPPI, Hattiesburg, MS
 Bachelor of Science Degree in Sports Medicine (3.95 GPA & Dean's List)