

SENIOR DIRECTOR OF BUSINESS OPERATIONS - HEALTHCARE

Executive Profile

Operations Executive with solid experience demonstrating strong leadership to achieve overall corporate goals and objectives in fast-paced, high growth organizations.

Skill Highlights

- Strategic Planning
- Budgeting
- Multi-million dollar P&L Management
- Operations Management
- Budgeting expertise
- Leadership/communication skills
- Professional Services Management
- Total quality management

Professional Experience

Company Name City , State Senior Director of Business Operations - Healthcare 09/2011 to Current

Accountable for managing business operations for Nuance Healthcare a \$1B division of Nuance

Oversee forecasting for the Healthcare division by tracking pipeline to bookings and revenue, accuracy rate within 5% on a quarterly basis

Continuous implementation of operational best practices across the various Lines of Business that drive to a common process and output, result is displayed on key metrics dashboards

Driver of operational cadence within the division which includes managing/participating in quarterly business reviews, oversee fiscal budgeting cycle, and multi-year planning analysis

Partner with leadership to manage the divisional p&l and partake in driving cost efficiencies. In FY14 this resulted in reducing the operating budget by \$2M driving through cost efficiency program reducing waste and increasing productivity in several areas of the division

Nominated as High Performer and awarded Chairmans club for 2012 & 2014 results

Company Name City , State Vice President of Professional Services 06/2006 to 08/2011

Led the client implementation talent team that consisted of eight direct reports, and two hundred plus implementation consultants, including a Global Services team in Pune, India

Accountable for connecting the community of subject matter experts by ensuring they had the proper training, tools, and coaching to deliver successful project results ultimately leading to superb client satisfaction

Scaling and hiring one hundred and fifty plus of the best implementation talent resources to meet the demands of our client commitments associated with Meaningful Use

Engaged with team/clients at implementations and go-lives sites to ensure project time lines and clients were satisfied with service levels

Company Name City , State Vice President of Professional Services Operations 08/2006 to 06/2010

Prior to the Allscripts merger, drove \$100M in Services revenue with an average deal size of \$750k division P&L with oversight to a \$200M pipeline as a key leader for the Professional Services Organization

Participated in an organizational design for the division that reduced \$7M of cost or ten percent on an annual basis and increased billable utilization 5%

Oversaw operations by holding people accountable to key metrics such as utilization, headcount, and revenue in order to achieve P&L profitability

Developed an exclusive partnership program with key strategic partners who were instrumental in augmenting our staff to deploy our software

Strong P&L management, prior to moving over to Professional Services division, oversaw Eclipsys's \$400M P&L as Director of FP&A reporting to the CFO

Managed company fiscal planning cycle that ensured company profitability and three year outlook
Company Name City , State Associate Director Finance 05/2005 to 08/2006

Directed financial operations for General Motors, Wyeth, and additional client accounts

Accountable for monthly, quarterly close, development of monthly, quarterly financial forecasts, pricing, margin analysis, and fiscal planning

Managed a team of six employees to achieve corporate goals and initiatives. Interacted with various organizations and levels of management presented financial forecasts, margin, and reporting➤

Strategically aligned with senior leadership to establish 2006 budgets with General Motors during a difficult financial time for the client

Built complex financial models to identify utilization, staffing, pricing, and margin for ongoing and potential projects, presented results and findings to various levels of management

Company Name City , State Finance Manager 11/1998 to 05/2005

Supported numerous divisions within Comverse where final area of concentration was managing Americas region (North & South); \$250 million in revenue

Oversaw day to day operations and guided finance teams responsible for managing their region

Provided financial / margin analysis, business models, drove cost controls, staffed regional offices, implemented processes and procedures to manage day to day operational activities

Achieved \$7 million dollar cost savings by collaborating with other divisions for unused and available hardware ➤ Supported regional subsidiaries and interfaced with local banks, customers, accounting firms, and legal counsel within Latin America. Implemented financial controls, negotiated with country distributors, and collaborated with country counsel on various labor tax issues

Collected \$10M worth of outstanding accounts receivable in Latin America during a difficult economic time in the region

Selected to the 2001 "Achiever's Club", Comverse's highest level of recognition, and received Comverse Sales All Star Award 2002 - 2004

Education

MBA : Business Administration University of Massachusetts at Lowell -Manning School of Business , City , State , USA

Bachelor of Arts : Sociology University of Massachusetts at Lowell , City , State , USA

Skills

- Salesforce.com, Oracle, Clarity PPM Tool, MicroSoft Office, various other systems
- Strategic Management - Harvard Extension