

OPERATIONS MANAGER

Professional Summary

Excellent time management abilities with sound relationship and building skills. Able to manage effectively at all levels, strong leadership skills and strong financial/analytical understandings. Developed and managed monthly and yearly budgets Implemented Total Quality Management (TQM) and empowered staff to maximize their growth potentials. Profit/loss statements (graphs) to show supervisors (CEO, President) month to month statements on how each department and/or company was doing, along with recommendations on what should be done to continue or improve on previous months and trends. Managed multiple sites Program development Hire and terminations of all employees Highlights of Accomplishments Increase profits by increasing both billing revenue and productivity of employees. Improve customer satisfaction through education and decreasing scheduling conflicts. Decrease loss revenue through billing department Working with customers and payments Educating customers on their responsibilities to pay Improve employee production Decrease the amount of employee sick time through incentive programs Highly analytical healthcare management professional combining more than