

ACCOUNT EXECUTIVE

Summary

Extensive experience in healthcare management, leadership, mentor, healthcare sales, customer service; Succeeded in exceeding targets and expectations; Earned the reputation of being the most dependable and trusted healthcare care employee Recognize for dedication and professionalism. Received praise for handling situations with a professional and positive attitude on my current job. I was given praise by my manager for my great communication skills and my willingness to be flexible with the schedule that my company currently required. Authorized to work in the US for any employer

Skills

- Staffing management ability
- Proven patience and self-discipline
- Motivation techniques specialist
- Confident public speaker
- Conflict resolution
- Patient-oriented
- Personal and professional integrity
- Relationship and team building
- Sound decision making
- Staff training and development
- Effectively influences others
- Critical thinking proficiency

Experience

06/2017 to Current

Account Executive Company Name - City , State

- Generating referrals for home health by building relationships with physicians, long term care, independent and assisted living facilities and other community resources. Conduct market analysis; develop sales strategy, goals and plans. Conducting sales calls, and evaluating results and effectiveness of sales activity Support business development activities and help establish strong relationships with new and existing referral sources.
- Call on physicians, hospitals, skilled nursing facilities' management, discharge planners, and case managers within an assigned territory to promote our home health services. Build and maintain client relationships.
- Prepare business plans and maintain target lists.
- Prioritize accounts in accordance with the market sales plan. Gather and organize account-related information and provide input on key customer opportunities, service line extensions and proposal or contract pricing.
- Identifies, develops and maintains relationships with prospective referral sources Actively pursues payer contracts and preferred provider networks Utilizes sales skills and product knowledge to obtain new patients Effectively utilizes the CRM.

01/2015 to 01/2017

Director of Healthcare Strategy Company Name - City , State

- Carefully selected, developed and retained qualified staff, as well as trained new staff annually.
Evaluated patient care procedural changes for effectiveness.
Created annual goals, objectives and budget and made recommendations to reduce costs.
Assisted in the design and execution of programs that contributed to a growth of the organization in the fiscal year.
Administered, directed and coordinated the activities of the agency.
Served as liaison between management, clinical staff and the community.
Expertly planned, coordinated, organized and directed all operations of the agency.
Directed the installation of improved work methods and procedures to achieve agency objectives.

Cooperated with other health related agencies and organizations in community activities.
Implemented standards and methods to measure the effectiveness of agency activities.
Actively maintained up-to-date knowledge of applicable state and Federal laws and regulations.

Sourced and implemented new performance appraisal process.

Provided thorough supervision for day-to-day operations of facility in accordance with set policies and guidelines.

Diligently monitored the QA (Quality Assurance) program to improve performance and maintain high standards of care.

Minimized staff turnover through appropriate selection, orientation, training, staff education and development.

Established and maintained positive relationships with government regulators, residents, families, other area health care providers, physicians and community at large.

Organized and led weekly personnel meetings with team members.

Developed and managed budget and revenue expectations while actively seeking ways to eliminate or reduce expenses.

Corresponded with operations staff to ensure key client deliverables and revenue goals were met.

Closely monitored competitor activity, legislative and regulatory initiatives and agency concerns and contracts and developed strategies to respond.

Revised policies and procedures in accordance with changes in local, state and federal laws and regulations.

Coached and developed a care team that consistently ranked among the top in its region for key clinical, performance and financial outcomes.

Planned, organized, supervised and provided assignments for nursing, technical, office and biomedical staff. Managed an average of