

## SHANNON FRYE

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Results-driven Operations/Project Manager with a robust history of successfully overseeing multi-hospital system projects. Adept at fostering strong stakeholder relationships, driving team collaboration, and ensuring timely and budget-compliant project delivery. Skilled in business development, training, and IT management, with a passion for enhancing operational efficiency and improving patient outcomes.

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### RELATED EXPERIENCE

#### **TEKsystems, Inc**

**9/2022 - Present**

##### **Account Manager – Core Applications**

Responsible for growing and maintaining 10 accounts focusing in the healthcare and manufacturing verticals; acting as the liaison between the account and TEKsystems' IT services and functional role offerings. Essential duties of the job included:

- Fostering and growing relationships with key stakeholders including Individual Contributors, Managers, Directors, and C-suite Executives.
- Partnering with key stakeholders to understand business drivers and present the best solution to help resolve pain points as well as supporting TEKsystems financial goals by including TEK Global Solutions in solution offering.
- Working with accounts to offer the best staffing augmentation solutions for IT services and Functional roles.
- Bringing value to accounts by researching IT trends and educating partners using the most current data on the market.

#### **PREMIER HEALTH, Dayton, OH**

**4/2021 – 9/2022**

##### **Physician Relations Manager (Project Manager)**

As a Project Manager responsible for Physician Relations at Upper Valley Medical Center (Troy, OH) and Miami Valley Hospital North (Dayton, OH), I spearheaded the establishment and growth of strategic relationships between physicians and hospital/system administration. My role involved meticulously coordinating efforts to align stakeholder interests, streamline communication channels, and enhance collaboration. Throughout my tenure, I successfully led initiatives to improve physician engagement, facilitated regular consultations, and addressed complex issues impacting healthcare delivery. My experience also includes developing and implementing comprehensive outreach programs and maintaining an extensive network of professional contacts to drive continuous improvement and operational excellence.

#### **NOVONORDISK, LLC, Plainsboro, NJ**

**11/2010 – 01/2021**

##### **Senior Diabetes Care Specialist (Project Management)**

Worked entire Dayton-Metro and surrounding areas to efficiently promote Novo Nordisk's entire Diabetes Portfolio (4 diabetes medications.) Successfully launched 3 blockbuster Diabetes therapies.

- Winner of Area Circle of Excellence (COE) Award, exclusively given to Top 10% - 13% of company's highest achievers.
- Partnered with key stakeholders within both hospital affiliated and non-hospital affiliated health systems, creating strong partnerships through account-based selling, which helped increase office access, market share, and volume in respective accounts.
- Expertly trained medical office staff in diabetic solutions with a focus on medical injectable/device usage and diabetes education, resulting in greater provider access and uptake of Novo Nordisk's Diabetes Portfolio.
- Collaborated and partnered with internal decision makers of independent practices and key offices to implement initiatives, increasing growth of Diabetes Portfolio as well as helping practices meet quality / patient wellness outcome goals.

**ASTRAZENECA PHARMACEUTICALS, Wilmington, DE****2/2001 – 9/2010****Pharmaceutical Sales Specialist Level III**

Promoted AstraZeneca's Cardiovascular, GI, and Metabolic product lines with 8 products. Successfully launched 3 blockbuster Cardiovascular and Diabetes therapies.

- Rated in Top 5% of Area when launching Onglyza, Crestor, and Pulmicort Respules new products.
- Developed and implemented new business opportunities for Dayton District (10 representatives) by serving as Dayton District Business Analyst, researching and conveying insights regarding portfolio opportunities, market dynamics, and the competitive environment.
- Winner Nexium Purple Pinnacle Award – This is awarded to teams that reached a milestone of having a 50% market share or greater.

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**OTHER EXPERIENCE****Operations Manager - OrthoNeuro, Inc., Columbus, Ohio**

Managed the daily operations of OrthoNeuro's multiple medical practice locations. Duties included:

- Managed the workflow of 61 Full Time Equivalents at four offices
- Functioned as the liaison between OrthoNeuro and the Orthopedic and Neurological Institute, a collaboration between OrthoNeuro and Ohio Health's Doctors' Hospital North.
- Responsible for the daily operations of OrthoNeuro's ancillary services including OrthoNeuro's Center for Physical Therapy.
- Assisted in the development of the operational plan for OrthoNeuro's Center of Imaging. The Center for Imaging was OrthoNeuro's MRI facility.
- Improved and implemented the organization's entire human resource structure including the practice's policies and procedures and employee handbook.

**Ohio Valley Medical Group/ProWellness Health Management - Franciscan Medical Center – Dayton, OH**

Managed multiple physician offices including:

Vandalia Family Medicine Center and Workplace Health – May 1998 – February 1999

Vandalia Family Practice and Internal Medicine – May 1998 – February 1999

Ohio Valley Medical Group Family Practice and Pediatrics – December 1997 – May 1998

- Managed multiple physician practices within a multi-specialty Managed Service Organization. I was promoted managing multiple practices within 5 months of joining the organization.
- Responsible for the financial management of the multiple-physician practices. Ran each practice within corporate budgetary guidelines.
- Developed mechanisms for greater physician collaboration. This included holding monthly meetings and creating better reporting structures that resulted in increased physician communication.

**Director of Operations - Cardiology Associates of Cincinnati, Inc.**

- Responsible for the efficient operation of an 8-physician cardiology practice. Managed a staff of 25 people that included the Billing and Collections Department, Medical Records Department, and Front Desk Area. Implemented, coordinated and managed the practice's information systems including its billing system and medical records conversion.

**Strategic Planner - Flower Hospital – ProMedica Health Systems - Sylvania, OH,**

- Reported directly to the Vice President of Strategic Planning. Was responsible for collecting and analyzing data to help the executive leadership team make informed decisions regarding the hospital's product lines and search for new business opportunities.

#### **Administrative Resident – ProMedica Health Systems**

Reported directly to the CEO and President of ProMedica Health Systems. As an administrative resident I worked on a variety of projects under the direction of the systems executive team. This included working within the hospital and the hospital's ancillary entities including its Physician Hospital Organization (PHO), its managed care entity – Paramount Healthcare as well as Toledo Children's Hospital. Other projects include:

- Lead Coordinator for a Medical Mission Trip to Ukraine – Responsible for organizing and directing resources for a 30 person pediatric cardiology mission trip. Working with the local media, this trip brought regional media exposure to the system.

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#### **EDUCATION**

##### **Master of Hospital and Health Administration (MHA)**

XAVIER UNIVERSITY, Cincinnati, OH

##### **Bachelor of Business Administration (BBA), Health Administration**

MARSHALL UNIVERSITY, Huntington, WV