

Administrator Administrator Administrator Fullerton, CA To obtain a challenging leadership position where my management experience and critical thinking skills will be applied to strengthen quality of service and profitability. Work Experience Administrator Bellflower Post-Acute - Bellflower, CA June 2018 to January 2019 Managed 70+ employees and day-to-day operations of a 59-bed skilled nursing facility with strong leadership and efficient teamwork Passed (2) separate Dept. of Health resurvey audits, on first attempt, during six month employment tenure With the help of interdisciplinary team, tracked and trended facility quality measures and put initiatives in place that help maintain CMS Five Star rating through 2018 Completed weekly face-to-face marketing sales meetings with facility ownership, local hospitals and clinics Administrator Rose Garden Convalescent Center - Pasadena, CA March 2015 to June 2018 *Simultaneous- Administrator duties with Rose Garden and Legacy Care Managed 120+ employees and day-to-day operations of a 95-bed skilled nursing facility Completed daily mandatory morning stand-up-meetings with department supervisors Improved department head knowledge of individual budget requirements to improve productivity, quality of care and adherence to existing budget Passed all annual Dept. of Health Subacute audits with no major deficiencies whilst maintaining 90% census throughout tenure Passed all annual Dept. of Health Life & Safety audits with no major deficiencies throughout employment tenure Represented the facility in all face-to-face marketing sales meetings with hospitals and doctors, focus on building local relationships. Administrator Legacy Care of Pasadena - Pasadena, CA March 2015 to June 2018 *Simultaneous- Administrator duties with Rose Garden and Legacy Care Managed 70+ employees and day-to-day operations of a 54-bed skilled nursing facility Passed all annual Dept. of Health audit surveys with no major deficiencies throughout employment tenure Completed daily mandatory morning stand-up-meetings with department supervisors Improved department head knowledge of individual budget requirements to improve productivity, quality of care and adherence to existing budget Represented the facility in all face-to-face marketing sales meetings with hospitals and doctors, focus on building local relationships. Administrator Rosecrans Care Center - Gardena, CA June 2009 to March 2015 Managed 120+ employees and day-to-day operations in a 99-bed skilled

nursing facility Top revenue performer amongst other facilities within the company for 5 years.

Passed all annual Dept. of Health Life & Safety audits with no major deficiencies throughout employment tenure Represented the facility in all face-to-face marketing sales meetings with hospitals and doctors, focus on building local relationships. Customer Support/ Network Analyst

British Telecommunications - El Segundo, CA June 2006 to May 2009 Call center customer support completing 120+ calls daily Promoted to supervising staff for Pacific-Rim customer support shift responsible for the Pacific Islands, Asia and portions of Eastern Europe. Provided global telecommunication customer support to 100+ corporate clienteles across international network footprints. Mastered internal customer-ticketing system and inbound/outbound telephone interaction with all clients. Collaborative teamwork experience with other internal departments

Customer Support/ Network Analyst Infonet Services Corporation - El Segundo, CA October 2000 to May 2005 Call center customer support completing 120+ calls daily Provided global telecommunication customer support to 100+ corporate clienteles across international network footprints. Mastered internal customer-ticketing system and inbound/outbound telephone interaction with all clients. Collaborative work experience with other departments such as Network Control Center, field operation technicians, senior engineers, and outside vendors in a telco working environment.

Education J.D. Trinity Law University - Orange, CA B.S. in Computers/Telecommunication DeVry University - Pomona, CA Skills Service sales, Customer interaction, Microsoft Office (10+ years), Community Relations (10+ years), Employee Supervision (10+ years), Customer Service (10+ years), Management (10+ years), Budget Management (10+ years)

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