

JESSICA PITTMAN

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Business Operations Manager

Technically skilled as a business professional within a corporate environment, with a versatile administrative support and leadership skill set in addition to a wide array of business knowledge.

Dedicated to a motivational and encouraging leadership style, with innovative solutions for policy and procedure improvements, at an efficient working pace.

Strongly driven to improve patient safety, care, and satisfaction while working within compliance guidelines accreditation policies, and facility/clinic by laws and policies.

Vehement about conservative financial planning, expense reduction, and accurate reconciliations of inventory and financial periods.

Offer advanced computer skills in MS Excel, Word, Outlook, Adobe, Microsoft Great Plains, McKesson, Cardinal, Curascript, and others including business office software and EMR's.

Key Skills

Accounts Payable/Receivable/ Revenue Cycle	Contract/Agreement Management	Quality Assurance & Benchmarking	Office Management / Staff supervision	Policies & Procedures Manuals Management
General Ledger / Period Reconciliations	Inventory Management	Performance Improvement Studies	Staff Development & Training	Hiring Staff
Report & Document Preparation	Materials Management/Purchasing	State Data Submissions	Employee File Management	Training Manuals
Spreadsheet & Database Creation	Expense Reduction	Insurance Authorization & Medical Necessity	Teambuilding	Reception / Administrative Support
Coding, Claims Submission & Appeals	Third Party Coordination	Scheduling	Payroll and Benefits	Meeting & Event Planning

Experience

Meridian Surgical Partners/ Affiliated Ambulatory Surgical Centers

September 2009-February 2012

Lead Business Office Coordinator 09/2009 - Promoted to Business Office Manager 06/2011

- Manage A/P, purchase orders, invoices, period reconciliation, budget and forecasting including capital and non-capit
- Manage A/R, coding, claim submission, payment posting, appeals, period reconciliation, payment negotiations for out of network- full revenue cycle- manage staff in business office- upon hire decreased A/R from \$4.5 million to \$1.5
- Financial reports, excel and software based, evaluation of expenditures, incoming revenue and collections, process financial requests, expense reports
- GPO & Vendor coordination, contracts and agreements management, inventory management
- Quality Assurances, Performance Improvement, Satisfaction Surveys
- Following compliance within all state, federal, and facility/clinic guideline
- Hiring Process, benefits, payroll, employee file management, training, establishing standards and ethics- staff of 18 including per diem
- Encourage and outline efficient and consistent policies and standards
- Superior and customer relations, including reporting, board meetings, and financial model presentation

Ashland Community Hospital

January 2009- September 2009

Staffing Coordinator, Pharmacy Tech, Admin Assist, and Unit Clerk

I began my employment with ACH as a unit clerk, and then also worked an inpatient pharmacy technician, administrative assistant to the Director of Med/Surg and Social Services RN, and then applied for and received the position of Staffing Coordinator working with all department heads, managing staff schedules, admissions, transfers, and other needs as required.

- Inpatient pharmacy tech, IV mixing, department stocking, patient med rounds narcotic tracking, purchasing, charge entry
- PI studies, Medicare patient rights
- Staffing policies, admissions coordination, transfers, staffing, with four departments, and matrix scheduling for 50+ employees
- Nursing call system, physician orders, order entry- all health fields

Pain Specialists of Southern Oregon

January 2006- October 2008

Billing Manager, New Patient Coordinator, Surgery Scheduler

My main positions included the billing office and surgery scheduler in which I handled, authorizations, coding, claim submission, A/R, appeals, surgery scheduling, as well as new patient coordination and other tasks as assigned

- Coding, submissions, appeals, A/R- Decreased A/R of \$1million to \$250,000 by working old claims and successfully appealing denials.
- Supervising billing office staff to ensure timely process of claims and accounts receivable
- Insurance authorizations
- Surgery Scheduling
- New patient coordinator
- Post procedure Assist
- Reception

Education

Southern Oregon University General Studies
Ashland, Oregon

References available upon request