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MELINDA CONVERSE

OBJECTIVE

Motivated and ambitious professional seeking new challenges working with a progressive organization that offers opportunities for engagement and advancement, that will employ and utilize my experience for the enrichment and enhancement of the organization and its patients, members and customers.

SKILLS

Project Management	Process Improvement
Budgeting	Account / Invoice Reconciliation
Hiring & Staff Development	Coaching & Corrective Action
Customer Relations & Complaint Resolution	Policy & Regulation Compliance
Safety Policy & Procedure Enforcement	Growth Plan Development & Implementation
Eye Glass & Contact Lens Dispensing	Daysheet Reconciliation
Six Sigma - LEAN Methodology	PDSA process improvement

EXPERIENCE

KISS Property Solutions, LLC

2050 Beaver Creek Rd, STE 101-143, Oregon City, OR 97045

Owner (MAY 2012 to AUG 2013)

- Real Estate investments and residential rehabilitation.
- Property investment evaluation and transfer transaction negotiations.
- Non-profit Clean & Sober, Recovery housing.

Kaiser Permanente Northwest, Clackamas, Oregon

Medical Operations - Patient Team Manager (AUG 2007 to MAY 2012)

- Urgent Care/ Internal Medicine, Mt. Scott Medical Office
- Specialty Departments, North Lancaster Medical Office
- Primary Care, West Salem Medical Office
 - Responsible for a variety of departments and administrative functions for the provision of business and clinical services.
 - Managed areas of responsibilities with sound fiscal management practices and the efficient use of labor and non-labor resources.
 - Hired, coached and facilitated retention of qualified staff.
 - Monitored staff performance metrics.
 - Managed patient relations and resolved patient/customer concerns.
 - Assured member satisfaction and quality of care through the quality management program and the development of appropriate policies and procedures.
 - Maintained compliance with confidentiality policies in accordance with the Health Insurance Portability and Accountability Act (HIPPA).
 - Actively worked with the Unions in the Labor/Management Partnership environment.
 - Enforced company policies and procedures to ensure safety and security of patients and staff.

Kaiser Permanente Northwest, Salem, Oregon

Optical Operations - Eye Care Services Location Manager (JUN 2003 to AUG 2007)

-North Lancaster / Skyline Medical Offices

- Responsible for developing and sustaining a high performance work environment to consistently achieve customer satisfaction, quality of care, revenue and financial objectives.
- Coordinated with Optometry, Ophthalmology and Labor Partners to develop and administer regional Eye Care Service goals and objectives.
- Accountable to the Optical Leadership Team.
- Managed areas of responsibilities with sound fiscal management practices and the efficient use of labor and non-labor resources.
- Hired, coached and facilitated retention of qualified staff.
- Monitored staff performance metrics.
- Actively worked with the Unions in the Labor/Management Partnership environment.
- Assured patient/customer satisfaction and quality of care through the quality management program and the development of appropriate policies and procedures.
- Maintained compliance with confidentiality policies in accordance with the Health Insurance Portability and Accountability Act (HIPPA).
- Managed patient relations and resolved patient/customer concerns.
- Analyzed financial/sales data and developed/implemented action plans to produce successful growth.
- Managed inventory and reconciled purchase invoices.
- Enforced company policies and procedures to ensure safety and security of patients and staff.

Kaiser Permanente, Salem, Oregon (MAR 1999 to JUN 2003)

Dispensing Optician, Lead technician - Member concerns, contact lens ordering, insertion & removal training, lifestyle dispensing, frame & lens selection, eyewear fitting and dispensing, lensometry, non-contact tonometry and auto-refraction.

Oregon Eye Center, Salem, OR (1997 - 1999)

Optical Shop Manager - Coordinated optical services to ophthalmology/optometry office: patient eyewear fitting and dispensing, contact lens ordering and dispensing, staff scheduling, frame buying, supply ordering, staff training and supervising, insurance billing and accounts payable.

State of Oregon Licensed Real Estate Broker (1989 to 2006)

Sole Proprietor - Real Estate marketing and sales, real property transfer transactions, property management and appraisal.

Binyon Optical, Portland, OR (1983 - 1989)

Store Manager - Customer service/complaints, eyewear sales and dispensing, staff scheduling and training (various locations-2 to 23 employees) daily closing reports, monthly sales reports and store budget.

EDUCATION

American Board of Opticianry, Certified 2006-2009

Chemeketa Community College, Salem, OR

Dynamic Real Estate School Salem, OR

State of Oregon Real Estate Broker's License 1989-2006

Portland State University, Portland, OR

Gonzaga University, Spokane, WA

High School Diploma, University High, Spokane, WA