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# Tim Harris, MBA

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## EDUCATION

- 2017      University of Houston, Houston, TX  
**Master of Business Administration**
- 2006      Southeastern Louisiana University, Hammond, LA  
**Bachelor of Arts in Business Management**  
Treasurer Society for Human Resources Management

## EXPERIENCE

- January 2020 – Present      **Business Strategist/eCommerce Consultant**  
Full-time 40+ hours/week  
1099 (Various)  
Welches, OR
- Heavy focus on managing Amazon and eBay seller accounts for small and medium-sized businesses with thousands of individual SKUs and dozens of distributors. Also, activating and managing other revenue streams on e-commerce and social media platforms. (Instagram, Facebook, etc.)
  - I consistently manage websites and web marketing tools by creating and implementing third-party website programs via WYSWYG platforms, apps, or HTML. (Shopify, Big Commerce, WordPress, Codisto, ShipStation)
  - Coordinated with Amazon third-party logistics agencies to manage and deliver packages to consumers in last mile home delivery.
- October 2017 – March 2021      **Business Strategist**  
Full-time 40+ hours/week  
GROFAX CONSULTING LLC  
Denver, CO
- I oversaw the growth of a retail e-commerce start-up company in Denver by managing operations and growth. We did 100K in annual sales to 500K our first year, with continued trending sales growth. <10 employees.
  - I initiated and carried out an organizational culture shift with a specific focus on building business confidence, strategic goal setting and team approach inter-organizationally.
  - I successfully managed an IT infrastructure shift. Website redesign and transition plan were developed and implemented with minimal barriers. We are currently in the process of API integration with our sales and distribution channels.
  - I constantly develop performance indicators, data collection tools and processes for continued monitoring of operational performance. A significant degree of data analysis for business decision-making is regularly required.

- I took responsibility for coordinating and overseeing multiple aspects of operations including, but not limited to, the management of sales and distributor accounts, developing operational systems, customer service, creating revenue streams, generating sales, warehouse shipping, leadership, general management and other business activities.
- I personally initiated the planning and led the expansion of distribution operations nationally and internationally.

January 2017 – March 2019

**Owner**

Full-time 40+ hours/week  
MITEGGATE LLC  
Denver, CO

- Two-member LLC focused on creating and manufacturing natural products.
- Core product created: all-natural pesticide, Spider Mite Eggsterminator.
- Coordinating sales, production, marketing, distribution, accounting are business functions accomplished for the organization.
- Penetration in the Denver, CO market with shelf space in multiple stores.
- Licensed and approved for sale in 10 states.

March 2017 – August 2017

**Revenue and Human Resource Coordinator**

Full-time 35 hours/week  
ELITCH GARDENS LLC  
Denver, CO

- Interviewed, hired, scheduled, trained and oversaw over 400 employees for the Elitch Gardens Amusement Park 2017 season. (Many of which were in their first jobs or were foreign J1 visa workers)
- Assisted the retail and games managers supervise operations of all games, retail, cabana, rentals, attractions, or other miscellaneous positions within budget for the Revenue strategic business unit of the organization.
- Organize and deliver new employee orientation classes for all retail and games staff focused on customer service, policies, theft prevention, etc.
- Document adverse staff behavioral issues and administer corrective actions, including counseling.
- Reviewed safety subject matter regularly with youth staff and document trainings.
- Other duties as assigned with great emphasis on customer service and data analysis using HRIS, Excel and other web-based information systems.

July 2012 - April 2016

**Program Analyst (Lean Facilitator/Project Manager)**

Full-time 40+ hours/week  
MICHAEL E. DEBAKEY VA MEDICAL CENTER  
Houston, TX

- I was on a team of Lean certified systems redesign staff assisting hospital executive leadership in implementing strategic and organizational goals through coaching, mentoring, team-leading, training, and project management at a top-tier national research and learning VA healthcare facility. Examples of specific accomplishments include the following:
- Green belt certified by the Veterans Affairs Center for Applied Systems Engineering and Purdue University's Lean certification program.

- Facilitated an RPIW (Kaizen event) for the IV Room in the pharmacy value stream to reduce the number of wasted IV piggyback medications by 20%.
- Successfully led a team that focused on reducing the amount of time it takes to complete pending consults in outpatient physical therapy with a goal of 100% completion.
- Coordinated a project to accurately track patients throughout their hospital stay (non-RFID). This helped in the effectiveness of patient flow, identifying admission & discharge barriers, and decreased length of stay by .5 days.
- Coached a team that implemented emergency room performance tracking infrastructure, and reduced ER throughput times to 75% of patients disposition in <4 hours; 88% <5 hours.
- Facilitated an RPIW in Food and Nutrition creating a new malnutrition admission screening process improving accuracy from less than 75%, to consistently 95% or greater.
- Mentored a Green Belt team leader in the pharmacy on a project that reduced medication delivery times by seven minutes and eliminated 156,000 missing dose instances per year hospital wide.
- Developed and maintained training curriculum on Lean management consistent with organization and community practices.
- Mentored hundreds of yellow belt candidates through projects and certification.
- Initiated a weekly “Lean Community of Practice” and other outreach training opportunities for hospital staff, including personalized training and long-distance learning courses.
- Responsible for training lean methodologies at various levels to over 3000 healthcare FTE and created a tracking system to quantify success of yellow and green belt candidates.
- Sole resource for updating, maintaining, and designing the Systems Redesign SharePoint intranet site for use by all personnel of varying computer aptitude.
- Created and implemented several modes of feedback from customers for improvement on our lean programs and trainings.
- Use qualitative and quantitative analysis techniques of data from various sources to recommend data tracking and improvements in processes and/or procedures.
- Other duties as assigned by organizational executive leadership.

June 2011 - July 2012

**Health System Specialist**

Full-time 40+ hours/week

MICHAEL E DEBAKEY VA MEDICAL CENTER

Houston, TX

- Participant in VHA’s Health Systems Management Training Program, a 12-month program at the Medical Center Executive level that provides training and executive mentoring while supporting hospital management through coordinating, evaluating, and managing health care delivery, information, and systems.
- Served as the Polytrauma Traumatic Brain Injury program manager. Duties included creating proposals and memorandums of understanding, tracking program outcomes including national performance metrics, coordinating multiple national calls, development of education materials to providers, and process improvement.
- Data analysis and formatting for presentations to assist in rehabilitation program accreditation by CARF. (58,000 encounters per year). Successful certification acquired.
- Participated in a performance improvement group focused on sterile re-usable medical equipment. We reduced surgery delays caused by instruments not ready by 50%, overall surgery errors associated with missing instruments by 80%.

- Volunteered in many various activities concerning Veteran's issues including the VAs "Welcome Home" event for recently returned Veterans from Iraq and Afghanistan and "Veterans Stand Down" for homeless Veterans in the Houston area. These events provide resources and information for Veterans in the community to improve their quality of life.

January 2011 - May 2011

**Health System Specialist (Detailed)**

Full-time 40+ hours/week

VETERANS HEALTH ADMINISTRATION CENTRAL OFFICE  
Washington, D.C.

- Provided administrative support for VHA's National Chief Medical Officer and Assistant Deputy Under Secretary for Health for Clinical Operations (Office of 10NC).
- Oversaw administrative functions for various national operational program offices including Sterile Processing Department (SPD), Medicine, Surgery, and Mental Health.
- Drove action to finalize concurrence to update VA's Adverse Event Disclosure Policy (#2008-002) which has had mention in the New England Journal of Medicine.
- Coordinated a site visit for fact finding on joint VA/DoD investigation into patient safety involving sterile processing of reusable medical equipment.
- Created database(s) to collect information related to system-wide inspections of SPDs for tracking and trending data to be reported to VA, Congress, the GAO, and the Office of the Inspector General.
- Developed and disseminated memos and instructions nationally for guidance on healthcare policy or about clinical operations in VHA to senior executive service personnel in 21 VISNs (regions).

August 2010 - December 2010

**Administrative Officer (Detailed)**

Full-time 40+ hours/week

VETERANS HEALTH ADMINISTRATION CENTRAL OFFICE  
Washington, D.C.

- I provided support for VHA's National Director of Medicine, Patient Care Services and other high-level leaders as needed.
- Helped to stand up the Sterile Processing Department (SPD) National Program Office by establishing systematic approaches to oversight and operations.
- Participated in creating of VHA handbook 7176, which delegates guidance of all sterile processing operations in VHA.
- Organized several various site visits involving high profile events of national importance including events with special interest from Congress and the White House.
- Managed the flow of correspondence including Congressional letters, internal memorandums, issue briefs, national media responses, and VHA policy.
- Attended Congressional briefings and hearings, supplying support and coordination for those events.

May 2009 - August 2010

**Executive Assistant**

Full-time 40+ hours/week

PORLAND VA MEDICAL CENTER  
Portland, OR

- I provided administrative support including, but not limited to, coordinating meetings, calendars, office supplies, meeting minutes, document/report production, executive

correspondence, IT, and any other administrative activities for dozens of nursing leadership and over 330 staff at a 116-bed acute care inpatient medical/surgical nursing division.

- Served as primary divisional web design resource. Oversaw upkeep for at least 30 websites. Solely responsible for web formatting, updating, content, and section 508 compliance. I was in
- Developed an inpatient wound care resource webpage nationally recognized by VA system wide review. Cited as “strong practice that should be considered by other facilities for use”.
- Consolidated, re-designed, and implemented clinical and non-clinical medical/surgical employee orientation manual(s). This increased employee satisfaction & resources as well as annual cost savings of several thousand dollars. It solely demolished inconsistencies in practice amongst varying inpatient wards in the hospital.
- Duties also included being a federal timekeeper for nurse leadership, a Controlled Substance Inspector, and a Learning Management System Administrator.
- Administrative facilitator for hospital discharge collaborative responsible for holding DUSHOM monitor levels acceptable for FY'09 and adjusting to new monitors for FY'10 and reporting on these events. Instrumental in lowering hospital divert status.
- Worked to reduce compensation & pension medical review backlog taking Portland from a low performer in the nation to meeting national standards in exam requests and wait times in less than three months.

July 2008-May 2009

**Program Support Assistant**

Full-time 40+ hours/week

PORLAND VA MEDICAL CENTER

Portland, OR

- Managed administrative support for executives of Inpatient and Emergency Services division, appropriately prioritizing and organizing tasks or obligations for leaders.
- Member of Advanced Clinic Access System-wide Skin and Wound Care re-design, responsible for designing an established continuum of care, reducing costs through standardization, and reducing readmissions by increasing communication between inpatient and outpatient caregivers.
- Reformatted and consolidated scheduling records on all medical/surgical wards using Excel. This practice was implemented organization-wide for schedulers and was the primary step in creating databases for tracking nursing hours in Portland.
- Solely developed and formatted a divisional technology assistance guide to help clinical staff navigate organizational hardware and software technology challenges. This was later integrated to the intranet as an organizational resource.

October 2007- July 2008

**Human Resources Assistant**

Full-time 40+ hours/week

PORLAND VA MEDICAL CENTER

Portland, OR

- I was contracted to assist with an HR processing backlog; eliminated backlog and was hired on within three months.
- Consistently drew data from multiple HRIS, various databases and other sources to compile reports, correspondence, and for executive and oversight review.

- Experienced in researching and applying Title V competitive hiring authorities, Title 38 special hiring authorities, VA Policies 5005 (Staffing) & 5007(Pay Administration).
- Trained in Title 38 hiring authorities and Office of Personnel Management's USA Staffing.

## **PROFESSIONAL AFFILIATIONS**

2010 - 2016

### **American College of Healthcare Executives**

- Attended ACHE Congress in Chicago, IL three times in six years to remain current on healthcare trends nationally.
- Member of ACHE Regents Advisory Council (RAC) District 5.
- Co-Chair RAC Communications Committee.
- Responsible for publishing VA ACHE newsletter and distributing to 1400 VA ACHE members nationally.

## **CERTIFICATIONS & RECOGNITIONS**

Lean Management – Green Belt Certified, VA-CASE 2014

Special Contribution Awards (VA) 2010, 2011(x2), 2012, 2013, 2014

HTML coding, New Horizons -2011

Leading by Example Award (Portland VAMC) 2010

Certificate of Appreciation (Portland VAMC) 2010

Presidential Champion Award 2009