**Erika L. Golden Healthcare Administrator Profile**

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Accomplished and dynamic professional with wealth of knowledge and experience in client service management within highly reputed organizations. Well-developed ability to oversee day-to-day management of healthcare services while maintaining compliance with best practices and procedures. Demonstrated expertise in creating and maintaining strong relationship with key clients, stakeholders, and senior management. Excellent communicator distinctively committed to manage highest standards of professionalism. ***Areas of Expertise include:***

|  |  |  |
| --- | --- | --- |
| * Budget Administration | * Recruitment & Development | * Attention to Detail |
| * Report Preparation | * Operations Oversight | * Regulatory Compliance |
| * Building Relationship | * Caseload Management | * Conflict Resolution |

**Professional Experience**

**ANGELS SENIOR LIVING** • Tampa, FL • October 2018 to Present

**Executive Director**

Administer budget to achieve financial objectives and reduce additional expenses. Contribute to the development of resident statements and invoices, as well as timely collect payments and allocate to appropriate account. Provide complete supervision of 100-bed senior living community with specialization in Limited Mental Health and Memory Care.

**Key Accomplishments:**

* Promoted strict adherence to company rules and regulations.
* Enabled the decision-making process by formulating and presenting reports to senior management.
* Achieved sustainable reduction in employee turnover by 50% by introducing reward and recognition program.

**BAYADA HOME HEALTH CARE** • Brandon, FL • August 2015 to October 2018

**Client Services Manager**

Uncovered new business opportunities by creating strategic alliance with key clients. Co-ordinated efforts toward development of a caseload of 100+clients. Addressed and resolved issues to ensure customer satisfaction and retention. Trained and coached 150 employees to improve their skills, knowledge, and core competencies. Communicated and obtained authorization from third party payors, clients, and clinical managers.

**Key Accomplishments:**

* Tripled state programs caseload through strategic planning and implementation.
* Received highest client satisfaction survey results by delivering exceptional customer service.

**BAYADA HOME HEALTH CARE** • Boone, NC • April 2014 to July 2015

**Client Services Associate**

Managed employee recruitment, including hiring, training, and employee development. Administered all significant challenges associated with hiring process, such as field employee interviews and orientation.

**Key Accomplishments:**

* Successfully met new hire goals each quarter by at least 20% through execution of effective strategies.
* Ensured strict compliance with rules and regulations to accomplish desired results.

**Education & Training**

**Bachelor of Science,** Major: Health Care Management

Appalachian State University | Boone, NC

Assisted Living Facility Core Training, Florida | Certification #: 171240491