

# Chad Oakley

START UNKNOWN. FINISH UNFORGETTABLE 

**Phone: 727-252-8238**

**Portfolio: [chadoakley.com](http://chadoakley.com)**

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Born to make an impact and change the world for the better. Inspired individual looking to bring my experience, education, and energy to drive results, innovation, growth, and advancement.

## Areas of Expertise

Leadership Development	●●●●●	MS Office	●●●●●	HTML / CSS	●●●●●
Business Intelligence	●●●●●	Data Analysis	●●●●●	Ruby Rails	●●●●●
Customer Engagement	●●●●●	Process Improvement	●●●●●	SQL	●●●●●
Remote Communication	●●●●●	WordPress	●●●●●	PHP	●●●●●

## Work History

### **SALESMAKERS**

#### **Software Developer / Data Analyst Feb 1, 2016 - CURRENT**

- ▶ Continually developing and maintaining a CRM, ERP in-house application with Ruby on Rails, Postgres JS component based framework Vue.js, SQL, HTML, and CSS
- ▶ Updated and maintained company's responsive WordPress CRM site with HTML, CSS, PHP, Bootstrap and JS.
- ▶ Oversee enterprise wide data warehousing solutions, analytics, business process automation, and reporting
  - ▶ Created a variety of data analysis documents using excel's conditional/logical formulas, v-lookups, pivot tables and more
  - ▶ Used SQL queries to create stunning and beautiful graphical charts through our application and periscope data.
- ▶ Increased recruiting efforts by 50% through use of social media tools and resources. Also worked with recruiting director to create a system that expanded operations while maximizing quality and efficiency
- ▶ Due to lack of funds and resources, ran the project management aspect for new features and projects requested by the different departments using an agile based system.
- ▶ Increased sales team and sales team leader's efficiency and sales numbers by roughly half through the creation of a transparent portal that shows sales, goals, compensation payouts and other important information

### **PARALLON**

#### **PATIENT ACCESS SUPERVISOR, LARGO MEDICAL CENTER JAN 1, 2015 - JULY 1, 2015**

#### **PATIENT ACCESS TEAM LEAD, ST. PETERSBURG GENERAL HOSPITAL SEPT 1, 2013 - JAN 1, 2015**

#### **PATIENT ACCESS REGISTRAR, EDWARD WHITE HOSPITAL MAR 1, 2012 - SEPT 1, 2013**

- ▶ Managed more than thirty employees in the department of patient access.
- ▶ Raised staff morale from around 25 to 75 percent per annual survey in a timeframe of less than six months
- ▶ Managed and obtained prior authorizations, insurance and demographic information, and collections in a timely manner for large hospitals(over 300 beds)
- ▶ Managed all admissions into hospital. Worked with doctor's offices and hospital staff to ensure successful admission entry with little to no hassle for all incoming patients
- ▶ Developed variety of different impactful training materials for district hospitals including powerpoints, videos, quizzes, and more to effectively and efficiently train employees in the constantly changing healthcare environment
- ▶ Successfully handled and neutralized all patient complaints focusing around finances, performance, time, and quality through emotional intelligence and interpersonal communication
- ▶ Process Improvement and Customer Service Innovation including:
  - ▶ Created a research study to monitor wait times to help improve satisfaction
  - ▶ raised HCAHPS for patient access through increased customer service, emotional intelligence, education, and intrapersonal/ interpersonal communication skills
- ▶ Completed a variety of leadership development activities including, but not limited to :
  - ▶ Mentored by Hospital's CFO and Regional / Local Directors
  - ▶ Attended a variety of leadership workshops including courses on Crucial Conversations, Peer Interviewing, and more
  - ▶ Created weekly motivational videos to encourage staff to step out of their comfort zone to help increase productivity and efficiency.

## Education

### MASTER OF BUSINESS ADMINISTRATION

Southern New Hampshire University

### BACHELOR OF SCIENCE IN HEALTH SERVICES ADMINISTRATION

St. Petersburg College

### WEB DEVELOPMENT / RUBY ON RAILS CERTIFICATION

The Iron Yard

## Community Service and More

### CLOUD NINE OUTDOORS

Board member of a non-profit that helps the inner city youth & single parents experience outdoor adventures

### SOCIAL MEDIA EXPERT

A lot of experience with a variety of different social media tools and platforms including, but not limited to:

#### *SnapChat*

\*Created Personalized GeoFilters for Weddings and Business functions

\*Provided unique promotional material and private content for business followers

#### *Twitter*

\* Used tools like HootSuite to monitor multiple avenues of social media including, but not limited to Facebook, Twitter, LinkedIn, Instagram, and more. Also used to schedule posts, manage , and monitor social medial environments

\*Use of Twitter Analytics to follow trends, analyze popular tweets, and more to improve engagement with the Twitter Universe

#### *Facebook*

\* Developed and maintained company's Facebook for Salesmakers. Used Facebook ads to attract new recruits and clients to our business

### MEETUPS

Attend a variety of community meetups in order to connect with the community and to continue to develop and refine skills

### VOLUNTEERING ROLE TEACHING ASSISTANT FOR INTRO TO HTML/CSS (AGES 8-12)

The kids learned basic HTML structure, the box model, CSS, typography, and absolute positioning with a capstone project to build a landing page.

## References

**KATHY TIMOTHY** 727 - 331 - 9000

Director of Patient Access St. Petersburg General Hospital

**JOE STRICKLAND** 727 - 946 - 1582

Friend

**KYLE VOGEL** 727 - 480 - 1054

Friend

**TEONA GOGOLADZE** 727 - 422 - 1117

Director of Patient Access St. Petersburg General Hospital / Mentor