***Vincent D. Richards***

2075 Saint Raymond Avenue, Apt. 7C

Bronx, NY 10462

Home #: 718-822-2505

Mobile #: 914-439-7852

[***VincentDRichards@yahoo.com***](mailto:VincentDRichards@yahoo.com)

To Whom It May Concern:

Throughout my career, I have demonstrated for my employers an exceptional facility for meeting organizational objectives and demands. Having achieved many goals in my career, I am interested in expanding my professional horizons by seeking new challenges in the area of Health Care Management.

As a member of your organization, I can provide:

* Efficiency; reliability; accuracy
* Maturity, honesty, and the ability to look at challenges as opportunities
* Knowledge of general office procedures and computer applications
* Ability to develop, work with and lead a team

Most importantly, I quickly learn your preferences, goals and objectives, and I will do my best

to assist you in the leadership of your company. I would appreciate the opportunity to present in greater detail the contributions I would make as your employee. I may be reached on my mobile phone at (914) 439-7852 anytime or at my home phone (718) 822-2505 during the evening.

Thank you in advance for your time and your consideration.

Sincerely,

Vincent D. Richards

**Attachment**

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**OBJECTIVE:** To obtain a position within an organization that will provide the opportunity for professional and personal growth.

**EDUCATION:**

**University of Maryland University College** Adelphi, MD

*Master of Science in Management*

*August 2009-Present*

**Monroe College** New Rochelle, NY  
 *Bachelor’s Degree in Business Management*

*December 2006*

**EMPLOYMENT:**

12/10 – Present **Allen Health Care Services** Jamaica, NY

*Director of Intake*

* + - * The Director of Intake and Customer Service is responsible for undertaking Business development efforts in searching for new clients and maintaining/improving relationships with existing clients/contracts*.*
* Ensures that Intake staff represents the Company with superior customer service skills as the Intake Department is the point of entry to the Company.
* Ensures that all Intake and Customer Service information is collected, documented, analyzed accurately and resolved on time, and if necessary, entered into the Staff Monitor and Dataline systems.
* Provides employees with Quality and Performance Improvement Plans, when necessary and ensures that the Improvement Plan evaluates the effectiveness of the employees.
* Disseminates the analysis of the intake data and implements the necessary changes based on the analysis and findings.
* Provides all contracts with effective and timely communication regarding the status of the intake of clients referred to the Company.
* Ensures adherence to organizational policies and departmental procedures.
* Conducts performance evaluations and salary reviews for assigned staff, identifies developmental opportunities and training requirements.
* Educates staff with corporate compliance policies and procedures through monthly inservice instruction.
* Monitors department to ensure that all activities are conducted honestly and in keeping with laws and regulations.
* Obtains all necessary service authorizations and client care plans; ensures that aide services provided are in keeping with service authorizations and client care plans.

10/09 – 9/10 **One Source Pharmacy & Homecare Services** White Plains, NY

*Director of Sales and Marketing*

* + - * Director in charge of all sales activities, departments and personnel involved in Sales and Marketing for the Company.
      * Provided leadership to the day-to-day operations of the sales department, while maintaining focus on the company’s strategic goals.
      * Reported to the Chief Executive Officer/President.
      * Analyzed sales statistics to determine business growth potential.
      * Developed, and participated with the Senior Staff, in the development of the Strategic Marketing Plan for the Company.
      * Directed department(s) to achieve objectives established in the Company’s Strategic Plan.
      * Coordinated sales operations with all other departments/divisions of the Company.
      * Developed and/or maintained and improved business relations with all customers of the Company.
      * Sought out and targeted new customers and new sales opportunities, initiated action plan to approach and secure new business for the Company.

4/07 – 9/09 **Memorial Sloan-Kettering Cancer Center** New York, NY

*Case Management Assistant / Discharge Planning Coordinator*

* + - * Supported the Nurse Case Manager with implementation of discharge plans for MSK patient care
      * Verified patient benefits and obtained authorization with insurance carriers for home health services
      * Performed follow-up calls with facilities to determine acceptance to rehabilitation centers and skilled nursing facilities
      * Exercised judgment on when to expedite difficult issues to Nurse Case Manager
      * Reviewed, submitted and coordinated orders for home care nursing services and medical equipment
      * Arranged transportation for patient’s discharge

5/98 – 4/07 **Memorial Sloan- Kettering Cancer Center** New York, NY

*Unit Assistant*

* Served as a liaison between patient, family, and MSKCC staff to ensure timely and efficient provision of services during inpatient stay.
* Responsibilities included ensuring accurate and timely implementation of computerized physician and diagnostic orders; response to patient inquiries; ensuring that patient admission, transfer, and discharge are coordinated in an efficient and effective manner.
* Assisted ancillary staff with proper maintenance and record keeping of confidential patient information
* Trained new employees which training includes the instruction of the rules and regulations pertaining to Patient Confidentiality and various computer applications utilized by MSKCC.

**PROFESSIONAL**

**AFFILIATIONS:** Member of The National Associations of Realtors, New York State Association of Realtors and Westchester Putnam Multiple Listing Services

**SKILLS:** Licensed Real Estate Professional.

Windows, MS Office, Internet Explorer, Knowledge of Medical Terminology

and Typing 40wpm.

**REFERENCES:** Furnished upon request