

Lisa Pritchard

Wynnewood, PA - Email me on Indeed: [indeed.com/r/Lisa-Pritchard/f2cb6174dcf59ef1](https://www.indeed.com/r/Lisa-Pritchard/f2cb6174dcf59ef1)

Experienced Management Professional with strong leadership skills. Ability to initiate projects and problem solve creatively while improving operations and customer service across all industries. Have a reputation to be driven, passionate about customer service excellence, sales, detailed orientated, while executing processes and accomplishing goals. Exceptional interpersonal, communication as well as verbal and written skills.

WORK EXPERIENCE

Sales Associate, Fashion Jewelry and Watches

Nordstrom - King of Prussia, PA - 2014 to Present

Maintain a fashionable and professional image as a customer service role model.

- Consistently seek new fashion and product knowledge to act as an expert for the customer
- Search for innovative ways to increase business through use of Personal Book, store traffic, customer referrals, website requests and personal networking
- Provide expertise and honest confident feedback regarding merchandise style and fit.
- Use directive selling skills through cross, team and on-line selling to maximize the customer's wardrobe needs.
- Build lasting relationships by contacting customers to follow up on purchases, suggest new merchandise and invite them to upcoming store events.
- Set and achieve personal daily, monthly, yearly and special event goals.

Program Manager

Penn Medicine and The Children's Hospital of Philadelphia - Philadelphia, PA - July 2012 to February 2014

07/2012 - 02/2014

Philadelphia Adult Congenital Heart Center, Department of Cardio Vascular Medicine

Program Manager

- * Developed and executed strategic plans accomplishing an increase of 10% patient referrals and transition of care by introducing the program to primary care physicians and area cardiologists.
- * Improved the overall operational systems putting processes into place allowing team members and patient care to become seamless.
- * Assist in the management and the relationship between Philadelphia Adult Congenital Heart Center and stakeholders to promote effective multidisciplinary care.
- * Cultivate a culture of high performance and customer service by communicating the overall patient experience and expectations through building patient relationships, and marketing materials.
- * Reduced no show visits, by 5 % standardizing confirming appointments and verification of insurance pre certification.
- * Collaborated with outreach programs, events and websites with Penn and CHOP marketing teams to build awareness of the program.
- * Managed administrative staff and operations to ensure a smooth workflow.

Associate Director of Access and Clinical Operations

Penn Medicine - January 2001 to June 2012

Managed operations for the main ophthalmology site as well as two smaller locations.

- * Assisted the Director of Operations in short and long term goals to ensure financial and operational success.
- * Led the project implementation of a major access initiative related to conversion of clinical scheduling from a 23 plus year mature environment to a Windows based integrated system that impacts daily operations and revenue generation.
- * Managed the team of thirty plus physician administrative assistants, front desk associates, surgical schedulers and medical record associates for the department.
- * Collaborated with physicians and administration to achieve positive patient outcomes with respect to problem solving to improve overall patient satisfaction experience.
- * Increased overall patient satisfaction 20% by empowering associates to anticipate patients' needs and expectations.
- * Expanding patient appointment availability by collaborating with physicians in adjusting daily schedules to the needs of the patients.
- * Assisted with the initial project implementation of converting paper medical records to electronic medical records September 2010. This led to greater efficiency in documentation and billing and a 20% reduction needed in medical records personnel.
- * Continually educated staff on Electronic Medical Records so that they may be efficient and fluent in the process.
- * Conducted interviews, recruiting and selecting employees for front desk, administrative assistants and medical record positions.
- * Facilitated the capture of physician and technical charges for the department. Educated front desk staff and Administrative assistants.
- * Responsible for developing, implementing and quality assurance of scheduling protocols, policies, procedures, and processes for daily schedule changes for each provider.
- * Partnered with the call center team to educate and strengthen their knowledge of each sub-specialty in ophthalmology.
- * In conjunction with Director of Health Information Management organized the development, implementation, and maintenance of record handling protocols, policies, and procedures to ensure efficient processing of information.

Manager of Refractive Services

Penn Medicine - July 1999 to January 2008

Initiated the execution and operation of the Vision Surgery and Laser Center at Penn Eye Care, October 1999. * Designed and implemented a sales process in which the client is provided with an excellent service experience throughout the refractive surgery process. Reached a goal of 90% refractive surgery patient conversion. Built relationships with patients by answering all of their questions and anticipating their needs so that our practice grew by positive word of mouth experience.

* Managed the financial and revenue operations of refractive surgery by meeting target numbers of 30 surgeries per month and a goal of 95% of 20/40 vision or better.

* Collaborated with marketing to establish brand name, educational materials and trends in the refractive surgery market.

Business Manager

Eye Physicians Management Corporation - January 1999 to July 1999

Managed the financial operations of Eye Physicians Management

* Directed and operated a buying group for ophthalmic products such as frames, lenses, and contact lenses for a group of physicians participating in the network.

* Generated monthly invoices and collected account receivables.

* Performed optical consulting through out the physician network.

General Manager, Retail Manager Assistant Retail Manager

LensCrafters, Luxottica Group - December 1987 to January 1999

Responsible for the operations and sales of two million dollar store and the production of quality eyewear, while maintaining high productivity level, achieving budgetary goals.

- * Assisted in opening of four stores in the Philadelphia area by hiring, training, setting up inventory and operations.

- * Analyzed productivity, encounters per hour, and quality of eye wear. Managed and forecasted sales, inventory, and staffing.

- * Planned and organized monthly store budgets.

- * Regional lead trainer for a computer scheduling system that would schedule associates by trends of sales and productivity rather than when employees were available. This led to a 20% increase of customer satisfaction.

- * Positive profit and loss statements were achieved for the store on a monthly basis allowing bonus metric goals to be reached on a semiannual basis.

- * Set goals and strategic plans with team members looking at overall outcomes and trends.

- * Developed creative displays and merchandising products for sales floor.

- * Foster business-to-business relationship with local ophthalmologists to build awareness of our products and to increase sales.

EDUCATION

Management

Drexel University - Philadelphia, PA

B S in Design and Merchandising

Drexel University - Philadelphia, PA

ADDITIONAL INFORMATION

COMPUTER SKILLS:

Microsoft Word, Excel, Power Point & Outlook, POS Systems, IDX, EPIC EMR, and APM.