

OPERATIONS MANAGER

Summary

As a business and clinical professional with over 10 years of diverse experience within the health care industry, I am confident in contributing toward the growth of our organization. I am a self-motivated individual with superior leadership qualities and communication skills. I have a commitment to performance excellence, innovation, and integrity.

Education and Training

University of Utah August 2011 Master of Business Administration City , State

University of Wisconsin August 2002 Master of Science : Clinical Exercise Physiology Cardiac Rehabilitation City , State

Colorado State University December 1999 Bachelor of Science : Exercise and Sport Science Wellness/Health Promotion City , State

Experience
Dewolff Boberg & Associates September 2016 to Current Operations Manager
Chattanooga , TN

- Responsible for administrative, financial, and clinical management of the Division of Pediatric Cardiology
- Provide leadership to ensure quality patient care outcomes
- Monitor appropriateness and effectiveness of service performance, and implement improvement initiatives when warranted
- Manage approximately 30 staff members; oversee recruitment and selection of new staff
- Communicate standards of behavior and job expectations; provide feedback on performance and motivate staff
- Work collaboratively with Primary Children's Hospital administration, maintaining a strong institutional relationship
- Participate in business partnering with internal and external customers and promote services and programs
- Review division's operational dashboard indicators and operational reports with the division chief
- Develop and administer division's annual budget of >\$15M; responsible for monitoring financial performance

Rockwell Automation, Inc. March 2012 to August 2016 Program Manager
Dallas , TX

- Jointly develop and implement customer service, human resource, and financial goals and objectives.
- Develop and operationalize program goals in alignment with both Administrative and Medical Director.
- Interview, hire, and orient staff.
- Manage employee work schedules, monthly seminars, and support groups.
- Manage staff by communicating standards of behavior, job expectations, and performance feedback.
- Managed and obtained Center of Excellence Accreditation for bariatric program (MBSAQIP) in 2015; ensure ongoing compliance with regulatory requirements.
- Instrumental in growing surgical volume by 200% since 2013.
- Developed and implemented a hospital-wide quality improvement initiative involving a labeling system of furniture for safety of both patients and staff.
- Developed "Back on Track" program to better support patients and help them adhere to post-operative guidelines.
- Developed exercise physiology arm of bariatric program to improve patient health prior to and following surgery.
- Ensure continuity and quality customer service by monitoring, reporting, and refining processes.
- Committee member of UUHC's "Be Well Utah" and chair of annual "Walk Away Obesity" event.

Ahmc Healthcare Inc. October 2011 to February 2012 Staff Development Educator
Moss Beach , CA

- Demonstrated leadership in organizational activities through various project participation.
- Coordinated and facilitated New Employee Orientation.
- Functioned as a resource/consultant for new employees, educators and employees.
- Managed projects and coordinated resources within and outside the department.
- Integrated research into educational program.

Franciscan Health October 2008 to October 2011 Clinical Exercise Physiologist
Chicago Heights , IL

- Case-managed and graduated approximately two pulmonary rehab patients per month.
- Co-managed outcomes database for pulmonary rehabilitation.
- Assumed authority and performed functions of department manager when warranted.
- Provided post-operative fitness education for patients with organ transplant through support group presentations.

University Of Wisconsin Hospital Preventive Cardiology July 2006 to December 2007 Lead Clinical Exercise Physiologist
City , STATE

- Participated in professional education of interns and medical students.
- Supervised student interns and communicated performance expectations.
- Planned, organized, and implemented multidisciplinary treatment plans for cardiac patients.
- Demonstrated knowledge of proper scientific principles and exercise guidelines for high risk patients.
- Exercised sound clinical judgment in performing VO2 testing on high risk patients.

Publications

Lovering AT, Stickland MK, Kelso AJ, and Eldridge MW. Direct demonstration of 25 and 50 m arteriovenous pathways in healthy human and baboon lungs. *Am J Physiol Heart Circ Physiol* 292: H1777-81, 2007.

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Brawner CA, Vanzant MA, Ehrman JE, Foster C, Porcari JP, Kelso AJ, and Keteyian SJ. Guiding exercise using the talk test among patients with coronary artery disease. *J Cardiopulm Rehabil* 26: 72-75, 2006.

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Brawner CA, Vanzant MA, Ehrman JE, Foster C, Porcari JP, Kelso AJ, and Keteyian SJ. Guiding exercise intensity using the talk test among persons with coronary artery disease. *Med Sci Sports Exerc* 35:1177, 2003.

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Porcari JP, Kelso AJ, Foster C, Gibson MH, Brice G, Dodge C, Cadwell K, Brawner CA, and Keteyian SJ. Comparison of methods of using the talk test for exercise prescription. *J Cardiopulm Rehabil* 22:369, 2002.

Certifications

American College of Sports Medicine - Certified Clinical Exercise Physiologist

Activities and Honors

University of Utah Staff Council - Events Committee October 2013-June 2016

Skills

Leadership, customer service, financial analysis, human resource management, process improvement, collaboration, problem solving, planning