



## Phil Bryer

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Philadelphia, PA 19116

## SUMMARY

Operations Manager with over 12 years of experience in the background screening industry, specializing in optimizing efficiency and building strong teams through culture and candor. Always seeking opportunities to learn new skills that solve problems and enhance the workplace experience.

## SKILLS

.Leadership & Management	.Communication
.Problem Solving	.Conflict Resolution
.Adaptability	.Creativity

## EXPERIENCE

Operations Manager

Philadelphia, PA

County House Research, Inc/ Nov 2012 to Current

Public Information Research Company with a concentrated focus on pre-employment background screening in the Northeastern United States.

- Managing the daily workflow for a staff of approximately 30 employees
- Developed Operational Protocol documents to coincide with industry compliance guidelines
- Interviewing and training new hires on the process of conducting in-court research and record reporting
- Leading staff meetings including quarterly and annual planning sessions
- Administering annual employee performance reviews.

Billing Associate

Trevose, PA

Senior Care Centers Of America, Inc/ Aug 2007 to Oct 2012

Corporate office managing adult daycare facilities across the continental United States.

- Managed outstanding receivables for client accounts
- Submitted claims to government assistance programs including Medicaid and Medicare
- Assisted clients with billing-related questions and payment options
- Collections processing, including court filings and appearances for delinquent guarantors.

## EDUCATION AND TRAINING

General Educational Development Certificate Jan 2002

## AFFILIATIONS

Co-Chair of the Provider Advisory Group for the Professional Background Screening Association

## CERTIFICATIONS

Professional Background Screening Association Certified Research Provider