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Professional Experience

UNITED NETWORK FOR ORGAN SHARING — Richmond, VA

3/19 to Present

Manager, Membership, 3/19 to Present

Actively managing team charged with maintaining organization's database and processing applications to meet requirements for maintaining membership with the Organ Procurement and Transplantation Network (OPTN). Selected Contributions:

- Led team of six through several bylaw implementations that included community outreach, customer follow-up and periodic reporting to sponsoring and operating committees.
- Maintain suite of Office of Management and Budget (OMB) approved forms on behalf of government contractor.
- Department liaison for use of Salesforce database platform.

DAVITA — Richmond, VA

6/17 to 3/19

Facility Administrator, 6/17 to 3/19

CEO of 16-chair dialysis center, with responsibility over clinic operations, including physical plant improvements, overseeing clinical outcomes, and keeping the facility state survey and internal audit ready always. Selected Contributions:

- Responsible for meeting monthly clinical goals, which includes dialysis adequacy, fluid management, and vascular access to provide the best possible outcomes for the clinic's 75 patients.
- Maintain appropriate organizational environment and value systems, aligned with the company's core values and mission. Implemented and oversaw positive culture change since taking charge of clinic by "creating a special place" to work. Lead teammates and operations to the highest standard of ethics and integrity.
- Led the clinic through successful CMS/State Survey recertification. Developed and executed thorough response to rigorous internal audit that was then used to provide robust evidence to surveyors on the health of the clinic.

GRIFOLS — Richmond, VA

3/16 to 6/17

Center Manager, 3/16 to 6/17

Acted as the general manager for Plasma Collection Center with overall responsibility for the center's operation, including managing daily operations, supervising operations and quality control, and ensuring compliance with all applicable policies and regulations. Responsible for meeting quarterly goals, staffing/hours per labor efficiency standards/cost per liter targets, and quality key performance indicators goals. Selected Contributions:

- Created appropriate organizational environment and value systems which stimulated the morale and productivity of the work force and its leadership. Implemented and oversaw positive culture change during tenure at helm of center.
- Monitored and evaluated operations. Developed action plans to maximize center efficiency and supervised the implementation of process improvements.
- Managed staff to the highest standard of ethics and integrity, implementing operational changes to maximize center efficiency and ensuring that training and quality goals are met.
- Accountable for the direction of all personnel functions including hiring, assignment and direction of work, development and training, disciplinary actions and termination, and the maintenance of all personnel records.

JOHNS HOPKINS HOSPITAL — Baltimore, MD

7/13 to 3/16

Dermatology Operations Manager, 6/15 to 3/16

Previous Positions: Patient Access Manager - Dermatology, 1/15 to 6/15; Clinical Customer Service Coordinator, 7/13 to 1/15

Managed key departmental processes that impacted access to services, including responsibility for the day-to-day management and reconciliation of the centralized faculty master and on-call calendar, as well as the department's web-based Teledermatology Program, which provided expanded availability dermatologic consultation access via an electronic platform.

Selected Contributions:

- Worked closely with Process Improvement team on year-long project to optimize Epic appointment scheduling, leading to more efficient and accurate scheduling for the entire department.
- Served as liaison to core services for financial clearance, training, quality assurance, analytics, and performance improvement.
- Developed and implemented new, preferred hospital process of RN bedside shift reporting, resulting in increased patient satisfaction and nursing communication.
- Managed and improved daily operation of Dermatology Department inbound call center, including staffing and schedule adherence, training, quality assurance, provider schedule template review, and protocol development and maintenance.
- Elevated Dermatology Department's service level scores to the required range (>80%) within weeks on the job. Reduced Speed answering calls (<30 seconds) and Abandoned Call Rate (<3%) per department requirements.

AMERICANS FOR THE ARTS — Washington, D.C.

2/11 to 7/13

Membership Manager, 9/11 to 7/13

Previous Positions: **Customer Care & Data Entry Coordinator**, 2/11 to 8/11; **Membership Associate**, 2009

Cultivated membership base through targeted email marketing campaigns. Fostered environment in which members enjoyed high levels of service and employees were motivated to deliver top performance. Selected Contributions:

- Created, designed, implemented, and evaluated organizational and individual membership acquisition and renewal marketing campaigns for leading national service organization. Effectively managed professional membership base comprised of over 1,500 organizations and 1,300 individual members, generating income of over \$300K annually.
- Retained over 80% of membership base annually while growing membership by 18%.

RITE AID — Baltimore, MD

11/09 to 2/11

Store Manager, 8/10 to 2/11

Previous Positions: **Assistant Store Manager**, 11/09 to 8/10

Advanced through increasingly responsible management positions, ultimately to role with oversight for a full-service store. Managed P&L, sales, inventory, merchandising, and cost controls. Maintained high standards in customer satisfaction and safety and complied with regulatory guidelines. Selected Contributions:

- Elevated store's guest-satisfaction index from 20th percentile to 90th percentile within six months; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.
- Reduced inventory loss by more than \$100K within six months. Rebuilt store infrastructure by hiring new staff and developing pleasant shopping experience for entire city community. Met or exceeded all sales targets despite increased local and national competition. Served as district mentor for management trainees.

BARNES & NOBLE — Branches in Texas, Maryland, and Virginia

7/01 to 9/07

Receiving Manager, 7/06 to 7/07

Previous Positions: **Lead/Supervisor**, 4/04 to 7/06; **Bookseller**, 7/01-4/04

Regularly promoted to positions of increasing responsibility, culminating in management role with oversight for all facets of store operations through receiving/returns department. Oversaw, mentored, and trained dozens of employees of all experience levels.

Education and Training

UNIVERSITY OF ARKANSAS — Fayetteville, AR

5/16

Master of Science, Operations Management

TOWSON UNIVERSITY — Towson, MD

5/13

Master of Arts, Professional Studies

Post-Baccalaureate Certificate, Management & Leadership (2011)

UNIVERSITY OF HOUSTON — Houston, TX

12/05

Bachelor of Arts, English