

Jennifer Hills

Hayden, AL 35079 | 205-218-7302

Seeking Primarily Hybrid / Remote Position

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OPERATIONS MANAGEMENT PROFESSIONAL

Highly effective professional with proven leadership and technical skills in a revenue cycle role. Consistently shares data and provides insight while effectively managing processes and maximizing recovery when needed. Successfully manages employees, projects, and priorities with a reputation for accuracy, credibility, and integrity. Communicates direction, committing people to action, and utilizing technology to improve outcomes. Open to both remote and onsite roles with early start times (e.g., 6:00 AM–2:00 PM or 7:00 AM–3:00 PM) to support business needs while aligning with personal responsibilities.

ACCOMPLISHMENTS and ACHIEVEMENTS

- Collaborate, create, develop, and implement new processes, procedures, for best practices within remote office and field work company wide.

ACCOMPLISHMENTS and ACHIEVEMENTS Prior to 2020

- Core team member of the EMR (electronic records management) program initiative.
- Development & implementation of Maven | Quantum systems for ADR's Appeals to 130 plus hospitals.
- Denial's Management System Manager | Project Lead.
- Consolidation of approximately twenty-three vendors across the lower forty-eight consisting of over 500,000 paper boxes resulting in thousands of dollars in cost savings and avoidance each month.

EDUCATION

Bachelor of General Studies in Business Administration

Associates of Science in Business Administration

Samford University; Homewood, AL

PROFESSIONAL EXPERIENCE

YARCO CONSTRUCTION, INC. Cullman, AL

7/2022 –8/2025

Administrative Operations Manager, 3/2024 – 8/2025

Role Concluded

Functioned as office manager handling all day to day from creating and implementing new processes to working with the field to construct AIA billings, payroll, and other duties as needed.

- *Pre-Construction Management / Manager* - Manage estimator, Bid Board - Trello, Bid Process etc.
- *Project Document Management* - Maintain all Job Folders, Active, Completed, Bidding, etc.
- *Contract Management* - Review, Manage, Create & Execute Contracts, Labor Agreements, Change Orders.
- *Budget Management* - Manage and Maintain Job Costing and Budget Reviews; Review for Cost Savings, Cost Avoidance and ROI.
- *Accounts Receivable Management* - Create and Maintain Schedule of Values, Pay Applications / AIA Billings and Collections.
- *Compliance Management* - Manage the Company and Vendor COI's & Business Licenses.
- *Human Resources Management* - Write Policies, Post Positions, Review, Select, & Interview Prospective Employees; Create, Manage and Maintain all New Hire Documentation; Create, Prepare and Process Time Sheets for Field Employees;
- *Accounts Payable Management* - New Vendor Set Ups, Credit Applications. -Create, Review and Manage Subs SOV for payment processing.
- *Business System Management* -Manage and maintain systems such as Google Docs, Trello Boards, and Shared Drives.

Controller, 6/2023 – 3/2024

- *General Ledger Management* - Review and Maintain GL, P&L, Balance Sheet. Charts of Accounts, Balance Sheet, Monthly and Yearly Reconciliations and Close Outs; Collaborate and Strategize with Owner to Set, Manage, and Maintain Budgets;
- *Accounts Payable Management*
- *Accounts Receivable Management*
- *Payroll Management & HR Management* - Create, Manage and Maintain all Employee Records, New Hire Set Up's, Monthly, Weekly, and BiWeekly Payroll. PeopleKeep Payouts Monthly, Bonus Payments, Fuel Reimbursements etc.; 1099's and W2's, 941's, and all other affiliated reports.

Business Systems Manager, 7/2022-6/2023

Work closely with the owner to identify and define changes needed.

- Set in place new processes, procedures and best practices as required to maximize efficiency.
- Complete all AIA Billings, Accounts Receivable, Data Entry.
- Automate Payroll to direct deposit and ACH Accounts Payable processes for sub-contractors.

TRANE TECHNOLOGIES., Birmingham, AL**8|2019 – 1|2022****Pre-Construction Coordinator, 8|2019 – 1|2022**

Personal Sabbatical

Liaison for Salesforce on plan and spec construction bid projects.

- Create, Test, and Implement fully remote work from Hybrid environments.
- Create, Manage Assignment and Implementation of HVAC Construction Plan and Spec Project Using Trello, One Note, and Peoplesoft CRM for both bid and strategic upcoming jobs.
- Coordinate with Salesforce and Estimators to ensure proper assignment and accountability for all jobs. Including but not limited to submitting and managing requests for local, out of territory, and national accounts.
- Conduct Weekly Meetings to review all current / upcoming bid projects.
- Manage and Submit proposals to all corresponding contractors for projects.
- Created Standard of Work(s) for implementation of new processes.
- Manage Reporting in OBI for Upper-Level Management within Alabama.

ENCOMPASS HEALTH | HEALTHSOUTH CORP., Birmingham, AL**10|2011 – 6|2019****Corporate Systems Manager, 11|2017 – 6|2019**

Department Restructuring

Provided Personnel Management and oversaw multiple departments and various projects including department budgets.

- Managed Direct Reports for 2 Departments. Records Management and Corporate Shipping / Receiving.
- Created, Developed, Assigned, Delegated, Maintained and Ensured all projects were current, on or under budget, and ran smoothly.
- Established and maintained professional working relationships with hospitals and corporate leadership to efficiently address potential issues and concerns.
- Collaborated with SMEs in obtaining data and information to develop best practices for various projects.
- Managed National and Local level vendors and coinciding contracts. • Owned and fully supported all ADR | Appeals and Denials Management Systems (Maven) for 900 plus users.
- Led routine regional calls with system users, regional leadership teams and corporate SME's.
- Management of national records storage program for paper records, core team member in the development of electronic records management program.

Corporate Services Manager, 2|2015 – 11|2017

Promotion Received

Directed oversight of Corporate Records Management and Corporate Mailroom Shipping and Receiving departments including daily operations, personnel management, and spend management.

- Acted as a change agent capable of leading and guiding others to improve compliance and outcomes.
- Developed policies, guidelines, implementing and training procedures. Ensured consistent company-wide utilization of the system.
- Management of 5 National Contracts as well as multiple acquired vendor contracts.
- Project management for Records Management and Corporate Mailroom Departments.

- Assistant PM for project and primary point of contact for internal and external support tickets.
- Maven | Quantum ADR System Manager and Trainer, including hospital support for 130 plus locations (Added 9|2015).
- Managed daily activities surrounding the electronic denials management system, assured processes were following company policies in an efficient and effective manner.
- Maintained the integrity of the system by working with various stakeholders.
- Monitored timeliness and effectiveness of hospitals activities, provided tracking reports and action required reports to the field to ensure compliance.
- Trained and implemented the electronic denial management system to all locations, including on-going training and support.
- Enhanced the standardized work-flow processes to assist in achieving consistency in relation to the Medicare claim denial process.

Corporate Services Coordinator, 5|2014 – 2|2015

Promotion Received

Established new projects, coordinated, and documented project details. Ensured all projects meet timelines and budgets.

- Assisted in developing and maintaining SharePoint functionality for Corporate Services sites.
- Data management, records storage, and file maintenance related to records management, inventory disposition, and other various tasks.
- Coordinated and maintained vendor business review schedules.

Business System Manager, 10|2011 – 5|2014

Starting Position

Core Team Member of contract management project assisting in areas of process, procedure, testing and implementation.

- Managed legacy load contract process including compiling, analyzing, and verifying data with Hospital Upper Management. Oversaw, reviewed, and loaded over 10,000 active contracts.
- Worked closely with corporate departments to ensure accuracy of data with the Business Associate Agreement and participation documents for national contracts.
- Create, Develop, and Implement New Processes and Procedures and Best Practices as needed.

ADDITIONAL EXPERIENCE

Skydive Alabama – Vinemont, AL Manifest / Assistant Manager (Part-Time) 2017 – 2021
Birmingham Integrative Health – Trussville, AL Executive Consultant (Contract) 2010 – 2011

St. Vincent's Healthcare – Birmingham, AL Staffing Solutions, TSE (Contract) 2010

Central Paper Company – Homewood, AL Contracts Manager 2005 – 2008

MedAssist Inc. – Birmingham, AL Social Services Representative 2003 – 2005

Carraway Methodist Medical Center – Birmingham, AL Cancer Registrar Assistant (Part-Time) 2001 – 2002

Birmingham Radiological Group – Homewood, AL Account Manager 1997 – 2003

HealthSouth Regional Business Office – Homewood, AL Patient Account Administrator 1996 – 1997

Cooks Pest Control – Birmingham, AL HR / Accountant 1995 – 1996

SYSTEMS EXPERIENCE

Project & Workflow Tools: Trello, Procore, SharePoint, OneNote, Dropbox, Textura, Trimble

Office & Productivity Suites: Microsoft Office/365 (Word, Excel, Publisher, Outlook), Google Workspace (Docs, Drive, Meet), Adobe Acrobat

Accounting & Financial Systems: QuickBooks, Computerease, PeopleKeep, Ariba

Contract Management Systems: Ariba

Enterprise & CRM Platforms: Salesforce, Oracle, PeopleSoft CRM, ASI400, IBM Systems

Records & Compliance Systems: Maven (ADR Denials & Appeals), MRS, Crimestar, Stanpack

Communication & Collaboration: Teams, Zoom, Cisco WebEx, Interaction Client

HR & Payroll Systems: Payroll platforms supporting ACH, direct deposit, 1099/W2 processing

Logistics & Shipping: USPS, UPS

Legacy & Specialized Systems: WordPerfect 9.0/10.0, Windows OS (95–11), Windows XP/98, Mortgage Systems, Lotus, CUBS