

# Jennifer Hills

Hayden, AL 35079 | 205-218-7302

Seeking Primarily Remote / Hybrid 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. From a flexible remote environment.

### ACCOMPLISHMENTS and ACHIEVEMENTS

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

### ACCOMPLISHMENTS and ACHIEVEMENTS Prior to 2020

- Core team member of the electronic records management companywide program initiative.
- Development, implementation, and rollout of the 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.

## PROFESSIONAL EXPERIENCE

### YARCO CONSTRUCTION, INC.

7/2022 –Current

#### Administrative Operations Manager 3/2024 – Current

- Pre-Construction Management / Manager
  - Manage estimator, Bid Board - Trello, Bid Process etc.
- Contract Management
  - Review, Manage, Create & Execute Contracts, Labor Agreements, Change Orders.
- 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.
- Budget Management - Manage and Maintain Job Costing and Budget Reviews.
  - Review for Cost Savings, Cost Avoidance and ROI.
- Document Management
  - Maintain all Job Folders, Active, Completed, Bidding, etc.
- 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 Bi-Weekly 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 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**

Liaison for Salesforce on plan and spec construction bid projects.

- Create, Test, and Implement fully remote work from Hybrid environment.
- 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****BIRMINGHAM INTEGRATIVE HEALTH, Trussville, AL., Executive Consultant****ST. VINCENT'S HEALTHCARE, Birmingham, AL., Staffing Solutions, TSE****CENTRAL PAPER COMPANY, Homewood, AL., Contract Manager****CARRWAY METHODIST MEDICAL CENTER, Birmingham, AL., Cancer Registrar Assistant****BIRMINGHAM RADIOLOGICAL GROUP, Homewood, AL., Account Manager****COOKS PEST CONTROL, Birmingham, AL., HR / Account Manager****EDUCATION****Bachelor of General Studies in Business Administration****Associates of Science in Business Administration**

Samford University; Homewood, AL

**SYSTEM EXPERIENCE**

- Trello
- Google Drive
- Microsoft Office
- QuickBooks
- Computerease
- Maven
- Procore
- Ariba