

KARA CLIENT, PMP

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PROFILE

Results-oriented senior-level manager with 12 years of progressive experience leading service operations for large-scale healthcare organizations. Proven success in creating and analyzing operating budget, financial reports, and statistical reports to drive effective strategies that reduce costs, increase revenue, streamline processes, and improve productivity. Motivating team leader and mentor who excels at guiding others to achieve challenging goals while enhancing morale and collaboration. Respond to challenges with confidence and focus through expertise in the following core competencies:

Strategy and Program Development | Project Planning and Execution | Policy / Procedural Development | Goal Setting
Technical Initiatives | Customer Service / Satisfaction | Change Advocacy | Medical Terminology / Knowledge
Forensic Accounting | Team Trainer / Mentor | Interdepartmental Efforts | Relationship Building | Community Relations

PROFESSIONAL EXPERIENCE

CLINIC COLLEGE OF MEDICINE AND SCIENCE, Phoenix, AZ Jan 2017 – Apr 2017

Operations Specialist, Education

Managed project aspects in developing and launching new standardized patient program with 30 direct report medical actors.

- Recruited diverse actors, created orientation content, and provided coaching/continuous evaluations.
- Partnered with faculty, staff, medical actors, volunteers, and external contacts to convey perceptions and expectations in supporting department projects, meeting objectives, and providing resources.
- Engaged in planning and support of all on- and off-campus events, including Multidisciplinary Simulation Center scenarios and local school events.
- Applied scientific rigor to create and conduct two simultaneously ongoing research studies that reflect the implementation of a standardized patient program on reduction of training hours and cultural competence.

WEST ORTHODONTICS, Goodyear, AZ

Sep 2016 – Jan 2017

Consultant

Vitalized front office and clinic activities for dental practice, delivering best possible patient experience toward financial performance and customer loyalty. Defined goals and providing coaching.

- Composed new phone scripts and decreased no-show rate 47%.
- Streamlined supply ordering process to increase efficiency and cut supply costs 7%.
- Conducted forensic accounting, created forms to capture accurate information, and instituted practices resulting in 26% fewer insurance errors and 32% decrease in unsecured accounts.

DENTAL SERVICES, Phoenix, AZ

Aug 2014 – Aug 2016

Operations Manager

Structured patient base and provider templates to achieve equality among dentists while initiating high expectations for five staff members to maximize efficiency, productivity, and quality service.

- Communicated with clients' senior leadership to achieve patient goals and maximize timely payments.
- Achieved highest-ever patient retention of 66.23% and realized customer service scores of 9.7 or better out of 10.
- Increased monthly revenues as much as 35.7% over previous record, maintained unsecured account receivables at <3%, and reduced outstanding credits 9%. Awarded Office of the Month in March 2015 out of 69 regional offices.
- Evaluated statistics and provided financial and practice development training for 18 office managers. Won Employee of the Month for February 2016.
- Drafted advertisements, ordered promotional materials, and marketed business in the community.
- Initiated social media postings, resulting in 87% more social media recognition.
- Chaired We Serve event, providing free dental care for more than 50K legal refugees. Presented with Community Connection Award, Desert Mtn. Region 2015.

STATE UNIVERSITY, Columbus, OH

Nov 2013 – Aug 2014

Supervisor, Patient Financial Services

Directed Accounting team in managing accounts receivables and collections to increase accuracy, timeliness, and cash flow.

- Assessed and revamped collection documents, including scripts and correspondence templates, increasing collection outcomes >6%.
- Redesigned office layout for building remodel, improving work flow and aesthetics and enhancing staff morale, productivity, and job satisfaction.
- Served as Financing Program liaison with financial institution and created procedures manual, realizing increased revenue through higher patient volume and satisfaction.

PROFESSIONAL EXPERIENCE (CONTINUED)

DENTAL PARTNERS, Cincinnati, OH

Oct 2006 – Nov 2013

Operations Manager

Energized organizational culture with clearly defined direction in a teamwork environment. Managed community marketing, resolved concerns, and facilitated patient flow.

- Supervised a staff of 12 employees supporting four dentists (rotating 13 dentists in and out over time), building a highly productive, quality-focused team through coaching and training.
- Conferred 1:1 with patients to present treatment plans and arrange financing, applying open and clear communications to maximize timely payments and achieve financial goals.
- Developed office systems, standards, policies, and procedures to drive streamlined, cost-effective business operations with continuous service improvement.
- Served as pilot office out of 148 offices nationwide for new software rollout, acting as superuser to train staff, eliminate bugs, and provide efficacy feedback to senior VP.
- Quantified business issues through financial modeling and built financial model to measure economic impact based on different fundraising scenarios.
- Prepared financial statement to facilitate management's decision making and forecasted project budget for new product launch.

CHILDREN'S HOSPITAL, Columbus, OH

Feb 2005 – May 2007

Quality Assurance / Training Coordinator (Feb 2006 – May 2007)

Monitored quality data and provided training/coaching for registration personnel across 36 main campus departments and four off-campus facilities.

- Reduced insurance errors 26% by analyzing insurance error patterns, identifying root causes, and mentoring/advising 100+ representatives on expectations, incentive offerings, and strategies for improved performance.
- Selected as beta tester for new Epic software, following up with comprehensive staff training to meet three-month conversion deadline.
- Eliminated 40% coding backlog of ER charts for insurance billing prior to Epic software conversion by learning coding and working side by side with staff to maximize reimbursements.

Lead, Patient Access Services (Feb 2005 – Feb 2006)

Directed daily business activities for evening shift, driving efforts to ensure efficiency throughout Registration department by holding staff accountable for providing quality services in support of medical team. Acted as shift's press liaison.

- Introduced a practical reporting system to facilitate planning, forecasting, and continuous improvement initiatives, reducing labor and operational costs through better tracking.
- Increased mobile phone sales 130% (\$3.7M), market shares from 9% to 21%, and product turnover rate and decreased inventory within three months by developing and executing innovative distribution strategy leveraging channel partnership.
- Played a key role on several committees, serving as United Way chairperson, Diversity Council member, and HazMat team member.

EDUCATION / CERTIFICATION

STATE UNIVERSITY, Columbus, OH

Bachelor of Arts in Psychology

Certifications:

Project Management Professional (PMP), Project Management Institute (PMI), Apr 2017**Six Sigma**, PMI, in progress**Basic Emergency Medical Technician (EMT)**

LANGUAGES

Spanish, Intermediate | Arabic, Novice