

John A. Smith

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Senior Operations Executive – Healthcare Industry

Expertise in Hospital and Physician Group Practices and Multi-Hospital System Networks

Excellent Business Acumen – Strategic Planning • P&L Performance • Budgeting & Forecasting
Operations Management & Transformation • Total Quality Management • Policies & Procedures
Enterprise Information Systems • Materials Management • Procurement • Compliance
New Product / Service Development • Staffing & Retention • Contract Negotiations

Distinctive Executive Qualifications – Proven leader with strong intellectual capacity, continually seeking to apply new techniques and best practices to improve business processes. Ability to implement the vision and strategic roadmap for an organization, integrating all elements of the organization's value chain, and harmonizing strategy, operations, and people. Track record of leading cultural change and identifying where the business should be positioned to create/enhance value for the future.

Expected Results – (1) Provide leadership and guidance to meet the challenges of compliance, healthcare laws and regulations, revenue cycle management, clinical excellence, and operations transformation, (2) Deliver measurable improvements in patient care and efficiencies in workflow and information management systems to maximize revenues and profit, (3) Motivate employees and build a strong performance-oriented culture, encouraging participation that draws best practices from the organization.

Recent Experience, Challenges and Results:

PROFESSIONAL MANAGEMENT SERVICES, New York, NY – 2006 to present

Executive Business Consultant (full-time)

Collaborating with executive management of a network of 50 physician practices, clarifying business issues and developing practical plans to enhance operational effectiveness in the areas of information systems, organizational compliance (i.e. Sarbanes-Oxley), and customer orientation.

Performance Improvement: Actively participated in the selection and implementation of new fully integrated patient management billing system that **substantially improved claims processing efficiency and moved billing cycle from 60 days to 9 days** by capturing patient information at time of service. Involved merging 12 disparate billing systems into one comprehensive platform supporting approximately 300,000 covered lives, including establishing policies and procedures. **Designed and implemented a patented service management system, which resulted in 23% cost savings and improved cash flow throughout the organization.**

BETTER HEALTH SCIENCES CENTER - ABC Physicians & Surgeons Medical Group, New York, NY, 1998 to 2006

Chief Operating Officer / Executive Director

Executive management role responsible for all aspects of the practice plan: P&L, purchasing, information systems, human resources, physician and staff recruitment, billing, and customer issues. Focus on establishing vision, direct deliver higher quality patient care.

Operations Turnaround: Leveraged multi-disciplinary health restructuring of front and back-end operations. **Improved patient care from 55th percentile ranking to 95th percentile (based on Pro**

Improved Cash Flow: Increased Federal Correctional Med **million to \$27.5 million**, introducing effective business Renegotiated/eliminated non-performing contracts, **delivering practice plan, while improving service.** Reduced lag days **from 85 days to 15 days, and from 33 days to 9 days** for outp

Technology Optimization: Delivered electronic billing autom hospital and physician billing net collections **average of 4% t** and led integration and enhancement of BHSC inpatient/out center, **improving patient admittance 35%.**

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