

JANE/JOHN SMITH

100 Main St | Anywhere, TX 22221

(Mobile): 111-111-1111 | youremail@gmail.com

United States Citizen | Highest Previous Grade: N/A

Veteran's Preference: 30%, VRA, Scheduled A, VEOA, 5Pt Preference, 10 Pt Preference

(for Veterans Preference, put what pertains to you)

Work Experience:

Manager

Organization

205 E 76TH ST, F1 M1 | New York, NY 10021

Supervisor and contact info, may or may not contact

04/2014 to 02/2015

50-60 Hours Per Week

Salary \$22,000 Per Year

PROJECT/PROGRAM MANAGEMENT: Use paragraph format. Choose 4 to 7 skill sets that you utilized during your position with each organization. Use them as subheading to highlight your skillsets. Under each skill set, explain your duties and accomplishments in qualitative and quantitative measures. Highlight those duties and accomplishments which closely resemble your knowledge, skills and abilities which would qualify you for the position.

TRAINING/SEMINARS: Served as the Action Officer for technical training. Provided vital processes and organization training for technical training: On-boarding/new hire orientation, working groups, and team development seminars. Conducted in-house training, orientation, and staff assistance visits.

CASE LOAD MANAGEMENT: Recognized for excellence as an expert Team Builder, managing two (2) successful teams, comprising 12 people, who provided high-quality professional and comprehensive services with 24/7 support to meet clients' needs. Analyzed and determined Clients' needs and shared the benefits of the company's products. Designed and delivered creative solutions while simultaneously managing over 54 accounts, making recommendations as necessary to minimize usage and maximize savings

EMPLOYMENT/OTHER DISCRIMINATION INVESTIGATIONS: Interviewed employees who believed that they had been discriminated against in the workplace. Conducted on-site investigations, including reviewing records. Provided assistance to them in understanding the laws enforced and their rights in filing a charge of discrimination. Investigated employment hostile work environment and harassment following a physical fight and confrontation among team members. Interviewed witnesses and created a record of their statements. Developed and implemented the appropriate action plan for the crisis situation.

ORAL COMMUNICATIONS: Briefed Regional Manager weekly on teams' progress by analyzing, compiling, and submitting weekly prospect reports, factual data, and evaluations on closing ratios. Disseminated unfavorable reports regarding compliance assessments, staff assistance visits, and turnover rates

WRITTEN COMMUNICATIONS: Drafted written plans identifying goals and follow ups. Drafted over 100 correspondence, training materials, multi-page reports, letters of appreciation, documents, strategy maps, and agendas for strategy sessions, meetings and senior leaders. Authored policy letters, procedural checklist and plans of instructions for the strategy management programs. Drafted written reports of

investigative findings citing documentary evidence, policies, and precedents relied upon in support of finding.

KEY ACCOMPLISHMENTS: Include your, key accomplishments for this position. This is where you explain when and how you went above and beyond. This is where you brag a little. Ensure to use qualitative and quantitative measures, e.i., "I saved the organization \$50,000" or " My efforts decreased the error rate from 45% to 15%".

JOB TITLE

Organization

205 E 76TH ST, F1 M1 | New York, NY 10021

Supervisor and contact info, may or may not contact

09/2011 to 05/2013

50-60 Hours Per Week

Salary \$22,000 Per Year

FIRST SKILL: Use paragraph format. Choose 4 to 7 skill sets that you utilized during your position with each organization. Use them as subheading to highlight your skillsets. Under each skill set, explain your duties and accomplishments in qualitative and quantitative measures. Highlight those duties and accomplishments which closely resemble your knowledge, skills and abilities which would qualify you for the position.

SECOND SKILL: Managed Technical Training Evaluations Assessment Survey and Field Evaluation Questionnaire program. Gathered, analyzed, and evaluated patient survey assessments, field evaluation questionnaire data, and other facts for more than 3,000 patients to ensure compliance with treatment and office protocols

THIRD SKILL: Briefed Physicians and Manager on unfavorable patient assessment surveys and compliance assessment results during balance scorecard strategy review sessions. Answered questions, resolved disagreements, and proposed changes to Manager and Physicians to improve training standards effectiveness and efficiency. Disseminated multi-page compliance assessment reports, best practices, innovative ideas, and lessons learned, as a result of audits to compliance assessment programs for the Manager.

FOURTH SKILL: Transformed dominant compliance assessment programs, improving program management internal controls by 95%, reducing compliance discrepancies by 80% for the practice. Identified and corrected 75 discrepancies through root cause analysis; trained employees on process improvement tools.

FIFTH SKILL: Managed and developed Electronic Records Management Repository. Centralized digital signage content, document storage, and created key wording for quick searches. Examined all files/folder monthly and trained staff on strategy and evaluations process.

KEY ACCOMPLISHMENTS: Increased technical training evaluation on survey assessment programs from 93% to 98%. Successfully spearheaded the Training Efficiency and Utilization Project, delivering \$85,000 in resource cost savings analysis by analyzing factors contributing to training completion; presented proposal to reduce lost training days 9%. Improved records management by 75% and achieved zero compliance violations in only two (2) years. Recognized and praised as "Team Lead and Professional Performer" during the 2011 to 2013

MEDICAL ASSISTANT

Lehigh Valley Hospital, Muhlenburg
2649 Schoenersville Rd, Ste 201 | Bethlehem, PA 18017
Supervisor: Pat Chronmczyk, 610-868-6880, may contact

03/2008 to 08/2008

35-45 Hours Per Week
Salary: \$26,000 Per Year

PROGRAM MANAGEMENT: Supported fifteen (15) Physicians and four (4) Physician Assistants with a patient load of 9,000 per month. Coordinated business processes that aligned physicians' needs with the efforts of the medical team. Advanced departmental objectives by delegating assignments and processes to the appropriate personnel. Emphasized and modeled teamwork and effective performance. Directed seamless patient flow ensuring adherence to schedules and improved customer satisfaction.

COLLABORATION AND TEAMWORK: Collaborated with multidisciplinary teams to create new course descriptors to ensure that customer service was of the highest quality and aligned with HIPPA regulations. Worked jointly with Managers and Physicians to ensure that scheduling was in compliance to office policies and daily requirements.

GUIDANCE AND ADVICE: Counseled Medical Assistants on promotion policies and opportunities. Advised on performance improvement initiatives and timelines.

CUSTOMER SERVICE: Maintained professionalism at all times while providing excellent customer service during stressful times, in particular handling situations with persistent or rude individuals/customers.

KEY ACCOMPLISHMENTS: Streamlined business processes that aligned Physicians' needs with the effort of the team. Reduced man hours by updating medical records, ensuring that test results were current for upcoming visits. Reduced overtime by 13% and delivered \$25,000 in immediate savings. Recognized and praised for team and department cohesion

EDUCATION:

- **Master of Public Administration (MPA); Emphasis in Health Services Management; Adult Education;** Keller Graduate School of Management; 150 Allendale Rd, King of Prussia, PA 19406; 45 Semester Hours; Magna Cum Laude, GPA: 7.00/4.0; 08/2011.
- **Bachelor of Applied Science (BAS); Biology;** Desales University; 2755 Station Avenue, Center Valley, PA 18034; 123 Total Semester Hours; 01/2010.

CERTIFICATIONS:

CPR, American Heart Association, Houston, TX 2013, Expires 07/2015.
Driver's License, State of Texas, Expires 01/24/2020
CISCO Certification

HONORS, AWARDS AND RECOGNITIONS: Leadership Development Training, US Army (1999), Honors Graduate. Army Achievement Medals for Excellence and Attention to Detail 3 in (1994), 3 in (1995).

CORE COMPETENCIES: Administrative Management; Collaboration/Teamwork; Counseling and Interviewing Skills; Customer Service; Data Gathering and Interpretation; Delivering Presentations; Equal Employment; Investigations; Oral and Written Communications; Problem-Solving; Project Management; Relationship Building; Research and Analysis; Social Service; and Training/Mentoring.

TECHNICAL SKILLS: Proficient in Microsoft: Word, PowerPoint, Outlook, Access, Electronic Medical Records and Technical Training Management Systems.

ADDITIONAL INFORMATION:

- Strong analytical, critical thinking, and quantitative reasoning aptitude; functions methodically and meticulously in clinical, managerial and administrative environments.
- Demonstrate management capabilities reinforced by business administration and supervisory experience of multi-disciplinary teams in military, private, and non-profit sector
- Outstanding leadership and team building strengths that generate optimum productivity and performance, coupled with the vision necessary to develop and implement successful action plans

REFERENCES: (*) Indicates professional reference

- Mr. Rambo Smith *, retired; 222-777-9311 youremail@gmail.com
- Miss Rambo Smith*, New York Nasal N.Y. Rambo Center, 222-867-5309
- Rambo Smith, Rambo Hospital, Atlanta, GA 222-111-3333