

Diversified Healthcare Leader

QUALIFICATIONS PROFILE

Growth-focused, results-driven, and highly analytical professional with proven track record of success in operations management within various settings. Equipped with impeccable leadership skills in implementing growth tactics to ensure bottom-line results and steady progress. Demonstrate solid qualifications in strategic planning and general management; complemented with the ability to work effectively under pressure to meet deadlines and produce strong sustainable results. Armed with articulate communication and interpersonal aptitude in establishing and maintaining positive working relationships with diverse individuals. Technically proficient with Microsoft Office applications (Word, PowerPoint, Excel, and Publisher), Adobe Acrobat, and EPIC.

CORE COMPETENCIES

*Process Improvements
Training and Supervision
Budgeting Operations*

*Multisite Management
Business Operations and Management
Program Development and Implementation*

RELEVANT EXPERIENCE

Columbia University Fertility Center, New York

CHIEF OPERATING OFFICER

2022–Present

- Spearheaded operational strategies resulting in a 15% increase in patient volume, contributing to the center's recognition as a top-tier fertility facility by Newsweek.
- Directed expansion initiatives, overseeing three clinic expansion projects, ensuring seamless integration of new sites while maintaining quality standards and regulatory compliance.
- Optimized workflows and streamlined processes, reducing patient wait times and enhancing overall patient experience and satisfaction.
- Implemented cost-effective measures resulting in improvements in operational efficiency, maximizing revenue while containing expenses.
- Built and led high-performing teams, fostering a culture of innovation, accountability, and continuous improvement, resulting in staff retention rates exceeding industry averages.
- Forged strategic alliances with key stakeholders, cultivating relationships with physicians, vendors, and industry influencers, enhancing the center's reputation and market presence.

Career Highlights

- Drove the implementation of cutting-edge technology solutions, enhancing data security and patient confidentiality while improving operational efficiency by integrating a patient portal.
- Expanded third party payor partnerships to offer patients better access to care.
- Instrumental in orchestrating key technologies to improve revenue, safety, and inventory management.
- Orchestrated the development and execution of a comprehensive marketing strategy, resulting in a 30% increase in referral partnerships and patient acquisition.
- Improved News Week ranking from an unranked fertility center to #2 in the nation
- Increased gross revenue from 30 million to 60 million in 2 years

Cleveland Clinic, Cleveland, Ohio

REGIONAL AMBULATORY OPERATIONS DIRECTOR

2019–Present

- Direct oversight of five family health centers that include express cares and surgery center among other specialties
- Provides leadership and support to senior management in efforts to develop strategy for the expansion of service lines within the region
- Engaged in regular performance management activities that involve selection, coaching, and evaluating performance
- Active leader in continuous improvement and overall efficiency of ambulatory operations
- Develops relationships within the community through sponsorships and health outreach
- Responsible for provider recruitment and physician relationship development
- Assumes ownership for all regulatory compliance, HR management, supply chain management, and overall facility operations
- Overall financial responsibility for all service lines within family health centers to include the development of budget, variance explanations, and financial report outs

Career Highlights

- Successfully decreased all non-essential visits drastically when compared to previous volumes during pandemic
 - Implemented patient screening protocol at all sites
 - Led region in social distancing initiatives
- Re-opened all family healthcare sites to full capacity within two months of volume reduction
 - Large sites lead the region in room utilization

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- Kiosk usage among the best in system
- Press Ganey employee survey participation rate among the highest across regional operations sites

Tampa General Hospital, Tampa, FL

ASSOCIATE DIRECTOR OF ENVIRONMENTAL SERVICES (EVS) /TRANSPORT/LINEN/PEST CONTROL

2014–2019

- Provide expert management to 400 employees and 4 departments with budget of more than \$11M annually; 1.7M cleanable sq. ft. and 1,018 licensed beds; and 20 Tampa General clinics spread across the region
- Actively attend regulatory compliance meetings with Safety, Emergency Operations Center (EOC), Infection Prevention, and Clinical Quality Value Analysis (CQVA) committees
- Assume full accountability for all waste streams generated at hospital while leading ownership of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) cleanliness score
- Improve patient experience by developing non-verbal cues and scripting
- Implement Patient Experience Program which included patient rounding and positioned Microfiber Program along with standardized cleaning throughout the hospital
- Handle all aspects of great clean-up program in close coordination with the Facilities Department
- Create career ladder by developing progressive job descriptions and functions to promote growth opportunity

Career Highlights

- Obtained the following initiatives during first year of tenure:
 - Increased HCAHPS scores by 10 points to a 70 % top box
 - Implemented EVS standard operating processes
- Developed employee recognition programs
- Maintained HCAHPS cleanliness scores at 70% Top box

Crothall Healthcare, Munroe Regional, Ocala, FL

DIRECTOR OF ENVIRONMENTAL SERVICES

2011–2014

- Handled all operations of 104 full-time employees and 3 salaried managers as well as 5 offsite accounts including stand- alone Emergency Department (ED)
- Ensured maintenance of over 961,000 cleanable sq. ft. and 421 licensed beds with budget in excess of \$4M
- Assumed accountability in administering pest control of every campus owned by hospital
- Situated infection control rounding into practice with 3M clean-trace technology
- Drove efforts in developing and launching the following programs:
 - Patient Experience Program
 - Hospital-wide Picture-Perfect Program
 - Safety Program
 - Microfiber Program

Career Highlights

- Played a vital role in increasing HCAHPS scores by 3 points within first year of employment
- Efficiently improved patient perception by developing non-verbal cues

ARAMARK Healthcare, Carolinas Healthcare System, Charlotte, NC

DIRECTOR OF ENVIRONMENTAL SERVICES

2010–2011

- Organized schedules and all environmental service (EVS) processes related with startup account while managing multiple budgets
- Supervised multiple service departments such as EVS, transportation, linen services, and safety; as well as 60 full-time employees and 5 managers on a daily basis
- Guaranteed multisite management of 10 offsite accounts which involved 70 bed nursing home, standalone ED, and ASC Surgery Center
- Played instrumental role in planning and executing all EVS functions regarding standalone ED and ASC Surgery Center
- Displayed leadership skills in developing and training operations manager to become director of own account
- Designed and instituted full-service golf cart transportation without labor expense
- Created and established schedules, new floor care equipment, and cleaning techniques

Career Highlights

- Enhanced employee engagement score by 1 full point which obtained the highest score in system and navigated HCAHPS preliminary scores from 70 to 83
- Efficiently promoted three housekeepers to team leader positions by establishing growth opportunities within the department
- Led efforts in generating linen cost savings in excess of \$20K during the first six months of employment
- Carried out professional research consultant (PRC) scores in 90th percentile for courtesy and 85th percentile for cleanliness

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Crothall Services Group, Florida Hospital, Various Locations (2007–2010)

DIRECTOR OF ENVIRONMENTAL SERVICES (Celebration, FL)

2009–2010

- Provided expert supervision to 50 employees
- Established and maintained a clean and safe environment of more than 500,000 sq. ft.
- Conceptualized and implemented daily standard operating procedures based on company guidelines as well as numerous successful HCAHPS initiatives

Career Highlights

- Succeeded in meeting and exceeding the budget expectations of the company
- Attained the lowest overtime utilization in the system, finished microfiber system and process implementation, and met best employment engagement scores
- Earned acknowledgement from the Joint Commission, stating "The hospital system is not just clean, it is pristine"

OPERATIONS MANAGER, Main Campus (Orlando, FL)

2007–2009

- Demonstrated expertise in directing more than 100 employees
- Maintained coordination in handling the system-wide process improvement implementation
- Executed standard training through the application of innovative training techniques
- Took charge of maintaining records in accordance with Occupational Safety and Health Administration (OSHA) and Joint Commission practices
- Functioned effectively in hiring process and progressive discipline as well as in the maintenance of overall cleanliness of more than 1,200 patient rooms and over 1,000,000 sq. ft. of public space

Career Highlights

- Demonstrated strong managerial skills in handling over \$250K worth of equipment and \$8K of chemical inventory monthly
- Carried out the development and implementation of floor tech schedule for over 1,000,000 square feet of space
- Handled the application of process improvement techniques which resulted in enhancing bed throughput and employee retention by 15%
- Earned promotion to Director of Environmental Services

Earlier Position Held:

Walt Disney World Swan and Dolphin, Lake Buena Vista, FL

HOUSEKEEPING MANAGER

MILITARY EXPERIENCE

United States Marine Corps, Camp Lejeune, NC

INFANTRY SECTION LEADER

- Served as the sergeant of 68 marines, gold section, as well as developing and training of the team
- Rendered administrative and logistic support in mentoring on standard operating procedures and combat life saver training
- Applied practical application exercises and assembly of complex weaponry and equipment in coaching over 3,000 marines
- Conducted evaluation and ensured proper maintenance of facilities, vehicles, and equipment
- Made substantial contribution in the participation and implementation of Operation Iraqi Freedom

EDUCATION

Doctorate in Strategic Leadership ▪ *(In progress)* Liberty University, Lynchburg, VA

Master of Business Administration in Healthcare ▪ *Western Governors University, Salt Lake City, UT*

Bachelor's Degree in Business Administration ▪ *Ashworth College, Norcross, GA*

Associate degree in Business Administration ▪ *Ashworth College, Norcross, GA*

PROFESSIONAL CERTIFICATIONS

[United States Marine Corps](#) | Hazardous Materials Training

Corporals Leadership Development Course | Resource Conservation and Recovery Act (RCRA) Certification

Certified Healthcare Environmental Services Professional Certification

Six Sigma/Lean Design for Six Sigma (DFSS) Process Improvement, Yellow Belt | Certified Healthcare Environmental Services

Professional | Certified Healthcare Environmental Services Technician Trainer

MILITARY AWARDS

Navy and Marine Corps Achievement Medal | Marine Corps Good Conduct Medal

Combat Action Ribbon | Global War on Terrorism Service Medal

Sea Service Deployment Ribbon | National Defense Service Medal

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Presidential Unit Citation | Certificate of Commendation | Army Reserve Achievement Medal
Global War on Terrorism Expeditionary Medal

SELECTED PROJECTS

Project Name: Matcher Implementation, May 2022-Present

Role: Project Lead

Main function/objective: Implementation of Embryo inventory system to ensure chain of custody and eliminate mistakes caused by human errors.

Project Name: Ideas Patient Portal, May 2022-Present

Role: Project Lead

Main function/objective: To improve patient communication and streamline workflow for employees.

Project Name: Marketing Outreach, May 2022-Present

Role: Project Lead

Main function/objective: Implementation of physician liaison role and using search engine optimization to launch newly developed campaigns that also include social media channels.

Project Name: Emergency Department Patient Flow, May 2017-Present

Role: Project Lead

Main function/objective: Defining problems, measuring data, analysis of information, implementation of process, and overall change to turn over 80% of all beds in the emergency department within 60 minutes.

Project Name: EVS Staffing Models, Jun 2017-Present

Role: Project Lead

Main function/objective: Attainment of over 20-hour coverage on patient floors without additional staffing

Project Name: HCAHPS Drivers for Support Services Implementation, Jun 2015-Present

Role: Implementation

Main function/objective: Standardization of scripting and 10 step cleaning department wide to drive patient experience.

Project Name: Establishment of Employee Satisfaction Programs for Over 250 full time employees (FTEs), Jan 2012-Oct 2014

Role: Project lead

Main function/objective: Improvement of employee engagement by formulating incentive plans and recognition.

Project Name: Creation of Individual Department Driving Teams, Oct 2009-Dec 2009

Role: Project lead

Main function/objective: The timely completion of all evaluations, execution of employee engagement program, patient experience accountability.