

# First Last

## Administrator | Operational Leader

### Curriculum Expertise City and County Management

Multiple Operations Expert and Senior Healthcare Executive with 20+ years working in administration. Experienced in P&L, budgeting, and finance with cash/revenue collections, marketing, and collections of multi-million dollars. Proven track record of exceeding revenue goals. Understands municipal finances and community development. Provides notable strategies to drive profitable and sustainable growth. Fosters positive relationships between the public, organizations, and entities. Honest and trustworthy with the ability to maneuver complex situations effectively. Strong communication skills, approachable, dependable, and a highly visible leader. Master's degree in Public Administration from University of State.

#### CORE COMPETENCIES | SKILLS

Political Acumen • Extensive Revenue Collections • State Historical Expert • Team Productivity • Career/Clinical Leadership • Relationship Building • Strategic Planning • Human Resources • Customer Service • Marketing • Operational Management • P&L • Critical Analysis • State & Federal Health Facility Regulations/Compliance • Active Listening • Networking • Budgeting/Finance • Accounts Receivable/Payable • Trainer/Mentor/Motivator • Patient Focus • Medical Terminology

#### PUBLIC ADMINISTRATION EXPERIENCE

2010 - PRESENT

##### Job Title

State

Company Name

- ✧ Currently working 10-hour days to support citizens/professionals in receiving Covid vaccinations.

##### Job Title

State

Company Name

- ✧ Involved in city work that included 5 municipalities: managed \$100M budget.
- ✧ Assisted with projects costing anywhere from \$3-\$20M, including the Burlington Northern Santa Fe Railroad.
- ✧ Reviewed city and county projects; debated/voted on agenda items as passed by County Commissioners for final vote.

##### Job Title

State

Company Name

- ✧ Focused on training for public/not-for-profit service; involved in heavy community engagement.
- ✧ Worked with CDOT (State Department of Transportation) to widen Interstate 25, a \$30M project.
- ✧ Attended monthly meetings; participated in conference calls; handled citizen complaints.
- ✧ Discussed projects that were in the process of completion: reviewed maintenance departments projects.
- ✧ Pushed for a new railway system; tried to get speed limits changed; voted on motions to precede/not precede.

##### Job Title

State

Company Name

- ✧ Involved in yearly invocation of one of four ethnic groups (Native American, African American, Hispanic, Asian); recommended those who devoted themselves to nonprofit services.
- ✧ Mentored high school students for first-in-generation minorities. Colleges included State College, University of State, State Springs, Community College, and Academy.

## HEALTHCARE EXPERIENCE

1999 - 2011

### Job Title

State

Company Name

- ✧ Contacted out occupational therapists, physical therapists, and speech therapists to nursing homes, home health agencies, and hospice facilities.
- ✧ Involved in all marketing aspects of business; grew company to over \$2M; transformed into Ardent Home Health; sold to Skilled Healthcare in state as a multi-million-dollar business.

### Job Title

State

Company Name

- ✧ Increased average daily census from a long-term low to a new high in first 30 days.
- ✧ Acted as HIPPA and facility officer for privacy and compliance.
- ✧ Involved in heavy marketing to outlying areas.

### Job Title

State

Company Name

- ✧ Realigned nursing department to conform to state and federal regulations.
- ✧ Developed new policy and procedures for compliance with local attorney.
- ✧ Oversaw staff of 500; directly led process to improve quality of care for resident best practice outcomes and patient satisfaction.
- ✧ Braded facility to become “facility of choice” in state.
- ✧ Ensured HIPPA compliance with federal regulations.

### Job Title

State

Company Name

- ✧ Oversaw two sister facilities (Name & Name); 450 beds total.
- ✧ Assisted in management of due diligence process during three changes of ownership.
- ✧ Turned small community sleeping giant into extremely profitable braded facility.
- ✧ Added additional unit due to growth beyond yearly budgeted revenue.
- ✧ Increased yearly revenues from \$25M by 11-14% year over year.
- ✧ Reduced staff turnover to 10% within all departments year over year.
- ✧ Oversaw \$750K expansion of patient wing.
- ✧ Remodeled facility entirely through capital budgeting process.
- ✧ Lowered costs by contracting housekeeping and laundry.
- ✧ Established, controlled monthly departmental budgets.
- ✧ Acted as HIPPA facility privacy officer; investigated allegations or violations of privacy.

### Job Title

State

Company Name

- ✧ Developed ancillary charge systems to capture lost revenue.
- ✧ Marketed facilities for patient census growth.
- ✧ Became expert on Medicare and individual states’ Medicaid program.
- ✧ Drafted policy and procedures concerning ancillaries.
- ✧ Assisted team with adopted practices to ensure all costs were reimbursed.

## MILITARY SERVICE

### Executive Officer (XO)| Combat Engineer

United States Army Reserve, *Federal Center in State*

- ✧ Oversaw company of 120 soldiers.
- ✧ As Army Officer, finished training as 1 of 7 (out of starting class of 35).
- ✧ Managed construction projects, leadership, field management, and OPFOR operations.
- ✧ Led, planned, and organized extensive training convoys to location and location.
- ✧ Received top secret security clearance.
- ✧ Acted as officer in charge of all tactical field operations.
- ✧ Honorably discharged.

## OTHER

### Family Caregiver

FMLA, *State*

- ✧ Provided care including wound vac, medication administration, all Power of Attorney functions including financial and health insurance billing errors; took over one year to resolve estate and testamentary issues.

## EDUCATION

### Master of Public Administration, Healthcare Management

Healthcare Administration/Management

*University*

### Bachelor of Arts (B.A.)

Psychology

*University*

### Army Program

Military Science and Operational Studies

*Army ROTC (commissioned as Second Lieutenant)*

## COURSES

- Pearson-Vue (real estate and home/property insurance) Health/Life Producer Course, *2017*
- Sexual Harassment in the Workplace, County Courts, *2014*
- "Leadership Plenty" 3-day course, Foundation, *2012*

## VOLUNTEER WORK

- **College Readiness Ambassador**, Foundation
- **Job Counselor**, Ministry
- **Board Member/Treasurer**, Museum
- **Vice Chairman**, Non-Profit
- **Board Trustee**, Museum
- **Office Position**, Company