

# CLIENT M. SAMPLE

123344 57<sup>th</sup> Way | New York, New York 12345 | 555.555.1234 | [clientemail@gmail.com](mailto:clientemail@gmail.com)

## Senior Management Executive

HEALTHCARE IT • OPERATIONS MANAGEMENT • RISK MANAGEMENT • CROSS-FUNCTIONAL TEAM LEADERSHIP

### PROFILE

Extensive experience in supporting healthcare facilities in optimizing patient service delivery and clinical workflow through process improvements and state-of-the-art technology. Detail-focused and highly-organized; able to steer cooperative efforts and communication among multiple departments and healthcare entities. Proven performance in building departments from scratch and fostering a cohesive workplace climate essential to maximizing staff retention and satisfaction. Extremely well-versed in EHR/EMR/EDR technologies, information security standards, Meaningful Use concept, and HIPAA regulations. Considerable talents in financial/budget administration, operations leadership, staff recruitment, policy & procedure development, quality management, organizational workflow redesign, and project management. Excellent blend of interpersonal and communication skills; fluent in English and Farsi.

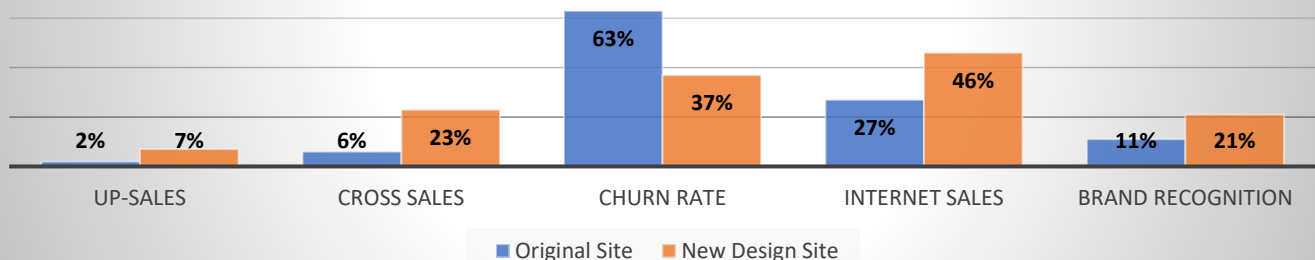
#### Core Competencies

- |                           |                      |                             |
|---------------------------|----------------------|-----------------------------|
| ✓ Team Leadership         | ✓ Policy & Procedure | ✓ Integrated Healthcare Sys |
| ✓ Mobile & Social Media   | ✓ Budget Management  | ✓ HIPAA Regulation          |
| ✓ Relationship Management | ✓ Business Analytics | ✓ Consumer Intelligence     |

### NOTABLE ACHIEVEMENTS

- Formulated proprietary policy & procedure for highly efficient cost-effective implementations that were adopted within the industry as best practice while increasing cross-sales 17% and up-Sales by 5%.
- Enabled Healthix to receive \$700K+ in grant funding to grow and develop programs within EHR Interoperability group catapulting Internet sales by nearly 20%.
- Began program with only 16 connections through one EHR eClinicalWorks and steadily integrated over 600 new connections within three years of program launch enabling employer to capitalize more on Brand Recognition by 10%.
- Leveraged business analytics to recognize and capitalized on performance improvement opportunities, strengths, trends, and opportunities for business growth.

### Internet Commerce Before and After Branding and Marketing Development



## PROFESSIONAL EXPERIENCE

Healthix, 2014 to 2019

**Director, EHR Interoperability**

*(2018 to 2019)*

- Spearhead full-scope EHR interoperability department operations for largest health information exchange (HIE) nationwide.
- Oversee vendor management, strategic planning, grant writing, project coordination, RFP management, and development of efficient cost-effective integrations with strategic EHR vendors.
- Direct, mentor, motivate, and supervise team of five and devise departmental policies to evolve hub program currently at 40+ live EHRs and 600+ live participants.

**Senior Manager, EHR Interoperability**

*(2017 to 2018)*

- Advanced from role as Senior Project Manager (2014 to 2017) and established EHR Interoperability group to manage largest EHR Hub program and gateway vendor programs in New York State HIE industry.
- Aligned, mobilized, mentored, and directed team in connecting 600+ organizations spanning 850+ facilities across New York City and surrounding areas.

ODA Primary Health Care Network-Beth Israel Medical Center Affiliate, Brooklyn, NY,

*(2009 to 2014)*

**Administrative Director**

- Fueled revenues by \$12M in three years for primary, specialty, and urgent care units of a multi-facility, 72-provider Federally Qualified Healthcare Center.
- Championed over 25 projects per year, produced quarterly and annual reports, and governed integrity of EMR technology consisting of 78,000+ medical records.
- Conducted financial and ROI forecasts, assessed and controlled risks, allocated resources, directed personnel, oversaw certifications, and administered regular staff performance evaluations.
- Acquired Patient-Centered Medical Home Certification following quality improvements, proactive operations redesign, and incentive-based program which generated \$6.8M in revenue.
- Steered workflow and clinical documentation quality improvement program to capture \$2.7M in revenue.
- Shepherded diverse management team in strategic planning and timely integration of newly acquired health care organization valued at \$10.9M.

Kaiser Permanente, Walnut Creek, CA,

*(2005 to 2007)*

**Executive Support Services Associate, Information Technology**

*(2007)*

**Senior Support Services Associate, Information Technology**

*(2005 to 2006)*

- Methodically devised recruitment strategy to support rapidly growing department and assembled team to effectively manage more than 60 projects annually, collectively valued at \$250M.
- Interviewed job applicants, steered onboarding process, created training program for new department employees, and leveraged Lean and Six Sigma evaluation process to optimize performance of financial and administrative staff members.
- Prepared detailed budgets for PMO group and standardized processes to improve accounts receivable operations and reduce overbilling, successfully saving \$3.5M in one year.
- Orchestrated large regional management conferences with accountability for logistics, venue selection, guest speakers, and vendor contracts.

## EDUCATION

**MPA, Healthy Policy and Management**, New York University,  
Robert F. Wagner Graduate School of Public Service, New York, NY, 2010

**BA, Organizational Communications**  
San Francisco State University, San Francisco, CA 2004