

JOE DOE

555-555-5555

135 Main Street-Anywhere, US
emailme@mailme.com

Healthcare Administration Executive

Behavioral Facility ~ Hospital

EXECUTIVE PROFILE

- Licensed Health Facility Administrator offering consistent track record of success as Executive Director; career highlights include:
 - ✓ Currently direct operations of \$6M monthly revenue facility employing 23 managers and 150 staff
 - ✓ Have driven continual revenue growth and met monthly budgets for past 4 consecutive years
 - ✓ Turned around facility operating at \$250K loss to \$400K NOI profit in first year
 - ✓ Led facility to achieve Five Star ranking
 - ✓ Ranked #1 in Customer Satisfaction
 - ✓ Ranked #8 in Employee Satisfaction across 81 facilities
 - ✓ Successfully established ISDH-approved CNA training site; sole facility within 5-10 mile radius
 - ✓ Member, American College Healthcare Executives; FACHE Certification in progress
 - ✓ MBA-Healthcare Administration, with Doctorates of Healthcare Administration (DHA) in progress
 - ✓ Member, Alzheimer's Association; facilitate monthly meetings focused on dementia education
- Expertise in steering full scope clinical, administrative and service operations to maximize bottom-line performance; comprehensive knowledge of industry regulatory standards compliance
- Talent for defining, developing and implementing targeted strategies and initiatives for improving service levels, enhancing productivity and efficiency, increasing occupancy levels, growing revenue, controlling costs, and boosting profits
- Excel in hiring, building and directing dynamic teams; hands-on leader who facilitates a motivating, collaborative environment instrumental to maximizing performance, morale and retention

CAREER TRACK

EXECUTIVE DIRECTOR

2012-Present

ABC Healthcare Facilities-Anywhere, US; current

XYZ Health Services-Anywhere, US; 2012-2015

- Expertly develop and implement targeted strategies and control systems to optimize performance across clinical, administrative and service operations; spans human resource management, occupancy and revenue growth, expense controls, and quality of services
- Effectively interview, hire, orient, train, supervise, and evaluate cross-functional management, clinical and support staff
- Collaborate in developing operational budgets and capital requirements, with accountability for forecasting and approving all expenses
- Successfully operate community in compliance with policies and federal/local/state regulations; includes ensuring adherence to Resident's Bill of Rights as well as effectively managing GDRs
- Actively work with Resident Services Director in defining and addressing resident care program needs and proactively responding to issues
- Drive target market reach/penetration and growth in representing facility at community meetings as well as promoting programs via news media
- Facilitate partnerships with agency to support new and innovative methods for addressing behavioral side effects of psychotropics

SENIOR SALES REPRESENTATIVE

2004-2012

Transport Services-Anywhere, US

- Built successful career in highly-competitive food services sector; awarded Branch of the Year-2011
- Selected to serve as motivational speaker in presenting internal company messages
- Effectively trained new hires in policies and procedures and computer software along with legal and safety regulations
- Drove revenue growth by identifying and capitalizing on opportunities to up-sell/cross-sell customers in response to needs and trends
- Developed delivery timelines to maximize use of resources and ensure quality customer servicing

EDUCATION

XYZ University

Doctorates of Healthcare Administration; in progress with projected 2019 completion

DEF University

Master of Business Administration, Healthcare Administration; 2016

Bachelor of Business Administration, Management and Operation; 2012

Associate of Arts, Christian Studies; 2010

COMMUNITY LEADERSHIP

Youth Minister, local church

Music Instructor