

CANDIDATE NAME

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~ Leveraging 20+ years of experience in strategy development to manage multiple departments and teams profitably ~

Team Building | Stress Management | Conflict Resolution | Salesforce CRM Software | Training and Development

PROFESSIONAL EXPERIENCE

President & Chief Executive Officer, Company 1

2016 – Present

Promoted from Chief Operating Officer Role

2015 – 2016

Overhauled traditional processes and brought direction to a previously unstructured organization. Managed an increase from a 190- to a 250-strong matrixed team with 7 direct reports, as well as an increase from \$30M to \$55M in revenue. Led multiple business units including acute care, anesthesiology, multi-specialty physician groups, imaging centers, rehabilitation centers, family medicine, urgent care centers, and 7 clinics. Coached executives and directors to improve cohesion.

Key Accomplishments

- **Initiating profitable ventures:** Converted unprofitable SBUs into profitable ventures. Dissolved 4 free-standing emergency rooms and replacing them with urgent care centers within 1 month.
- **Leading efforts to train executives:** Led corporate leadership development plan, ensuring 90% success by organizing monthly team building sessions; hired and oversaw 11 senior managers, clarifying responsibilities to facilitate increased productivity.
- **Drawing on integrated healthcare system expertise:** Increased referral tracking and reporting accuracy from 60% to 99% by streamlining workflow within 6 months. Worked with Patient Care Manager to ensure effective implementation of systems.

Strategic Development

- Established and followed up on 3 critical goals for upcoming year: improved patient care services, streamlining of accounts, and operational excellence. Promoted overall transparency in the healthcare sector.
- Increased efficiency by 20% through organizational restructuring. Hired and created finance and accounting team of 6 within 4 months, including CFO and Controller.
- Led an executive team of 7 to establish previously lacking vision and core values to maintain focus on family care; organized and carried out 4-month planning sessions with executives to communicate core values across the entire organization.

Healthcare Development

- Created and implemented hierarchical system to promote a people-centric culture and boost morale; provided organizational direction, improving delivery cost-effectiveness, and reducing workforce redundancies.
- Reconciled 40 entities by implementing an ERP system to streamline patient tracking.
- Increased efficiency by implementing EMR system and creating an online patient portal. Defined SOPs to simplify intake.
- Generated positive ROI for 12 hospital units, including Spine Surgery, Pain Management, Orthopedics, GI, Bariatric Surgery, and Med-Spa Services, by collaboratively designing campaigns; ensured quality of each brand by monitoring the design process.

Relationship Building

- Increased patient base by 25% by tapping into a network constituent of 2500 physicians; increased network footprint by liaising with physicians through various touch points.
- Gained and maintained # new referral sources by implementing Salesforce, helping build long-term relationship with physicians.
- Represented hospital on multiple platforms by managing and overseeing community and marketing events; acted as liaison with various stakeholders including vendors, community, and the chamber of commerce to increase hospital awareness.

U.S. Army Officer (Director-Level Duties from 2000 to 2015)

1995 - 2015

Directed multiple business support activities including facilities management, IT, budget, and acquisition and performance of civilian employees. Supervised strategic effort by collaborating with 5 federal agencies. Managed matrixed teams and daily operations for 400 analysts. Reported to director of NSA and multiple senior leaders. Planned, resourced, and synchronized the collection, analysis, and dissemination intelligence to the commanders.

Strategic Development and Deployment

- Reduced personnel requirement by 10%; budget, 20%; through the effective reorganization of 300 analysts.
- Managed deployment of critical intelligence systems worth over \$60M; synchronized logistic support and security requirements for the installation teams, successfully accomplishing missions without a single loss or incident.
- Supported \$20M Command Linguist Program by coordinating 2000 linguists and 25000 soldiers; worked with 4 contractors to fulfill linguist requirements while overseeing operations in 2 provinces.
- Ensured timely completion of multiple concurrent projects by spearheading efforts to prioritize projects based on urgency; ensured optimal utilization of resources for all projects.
- Increased transparency in communication by ideating and executing Succession Planning initiative; implemented feedback mechanisms to monitor improved performance of high-potential employees.

Relationship Building

- Created and supervised HR, finance, and logistics departments as Chief of Staff, collaborating with senior leaders.
- Implemented Leadership Development Initiative to identify and enhance critical leadership and managerial capabilities.
- Collaboratively created an integrated cloud system by consolidating databases of multiple government organizations; directed efforts of establishing a new Senior Executive level department with 100+ personnel.
- Established a new program office by collaborating with 11 sister organizations to provide a centralized support system.

EDUCATION & CERTIFICATIONS

Master of Health Systems Administration, Georgetown University	2019
Master of Science in Psychology, Capella University (President's List: GPA 4.0)	2013
Bachelor of Science in Chinese Studies and Systems Engineering, U.S. Military Academy at West Point	1995
Certification in Leadership, Southern Methodist University	2017
Certified Professional Coach (Executive Coaching), Institute for Professional Excellence in Coaching	2015
Graduate, NSA/CSS Strategic Management and PPBE Process	2015
Graduate, NSA/CSS Mid-level Leadership Development Program	2014
Executive Management Diploma, U.S. Army Command and General Staff College	2008

MEMBERSHIPS & AWARDS

Organizations: American College of Healthcare Executives (ACHE), Medical Group Management Association (MGMA), Military Officers Association of America (MOAA), International Coach Federation (ICF)

Bronze Star Medal, Service Medal, Army Commendation Medal

EXECUTIVE ASSETS

Strategic Planning, Program Management, Leadership and Talent Development, Human Resource Management, Coaching and Mentoring, Budgeting and Cost Management, Hiring and Recruitment, Emotional Intelligence Training, eClinical Works