



MASON WILSON

Assistant Director of Operations - Healthcare

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PROFESSIONAL SUMMARY

Dynamic operations professional with 7 years in healthcare management, specializing in process optimization and team leadership. Expertise in implementing effective strategies to enhance service delivery and operational efficiency. Passionate about fostering a culture of collaboration and excellence to meet organizational objectives.

WORK EXPERIENCE

Assistant Director of Operations - Healthcare 📅 Feb / 2021-Ongoing
WidgetWorks Inc. 📍 Denver, CO

1. Oversaw the hiring, training, and performance management of the Environmental Services department, ensuring adequate staffing levels and compliance with healthcare standards.
2. Implemented efficient cleaning protocols that enhanced productivity and improved overall departmental performance.
3. Conducted comprehensive training programs for new hires, focusing on company policies and best practices in housekeeping procedures.
4. Performed regular inspections of patient rooms and public areas to ensure adherence to cleanliness and safety standards.
5. Assigned and monitored staff duties, providing guidance to ensure high-quality service delivery.
6. Established daily priorities and delegated tasks effectively to meet hospital operational goals.
7. Collaborated with other departments to ensure seamless service delivery and enhance patient experiences.

Assistant Director Of Operations 📅 Feb / 2018-Feb / 2021
Crescent Moon Design 📍 Portland, OR

1. Assisted the Director of Operations in strategic planning and fiscal management to enhance overall operational effectiveness.
2. Coordinated interdepartmental initiatives to improve patient care processes and operational workflows.
3. Helped develop and implement policies that align with healthcare regulations and standards.
4. Managed logistics for large team events and coordinated schedules for staff training sessions.

EDUCATION

Master of Healthcare Administration 📅 Feb / 2015-Feb / 2018
University of Southern California 📍 Toronto, ON

Focused on management principles in the healthcare sector, emphasizing operational efficiency and strategic planning.

SKILLS

Healthcare Operations Management



Process Improvement Strategies



Data Analysis And Reporting



Regulatory Compliance



Inventory Management



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

📋 Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



French



German

ACHIEVEMENTS

★ Improved departmental efficiency by 30% through the implementation of new cleaning protocols and staff training.

★ Successfully reduced operational costs by 15% while maintaining high standards of patient care.