

ROBERT SMITH

Sr. Director Of Patient Services

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Over 16 years of Director Of Patient Services experience working providers delivering exceptional service. Background in Management, Operations Management, and Call Center Management represent a unique combination of disciplines.

CORE COMPETENCIES

Builder and Leader of Functional and Cross functional teams, product ideation, product management, marketing, revenue generation.

PROFESSIONAL EXPERIENCE

Sr. Director Of Patient Services

ABC Corporation - 2001 – 2011

Key Deliverables:

- Responsible for managing employees and all inbound communication from patients for over 90 pathology practices nationwide, while maintaining and exceeding industry standards and providing excellent service.
- Managed a staff of 30 call center agents and supervisors.
- Assisted in developing a training program and continuous improvement processes.
- Handled any HR related issues including hiring, new hire orientation, benefits reviews, counselings and performance reviews.
- Implemented the national call center in 2000 from 7 employees handling one billing office to 30 handling all 3 billing offices.
- Created an IVR system to assist patients in their communication with our company.
- Maintained a patient-friendly website that also reduced the number of phone calls by offering self-serve options for the patients.

Director Of Patient Services

Delta Corporation - 2010 – 2014

Key Deliverables:

- supervised 25 employees, hiring responsibilities, training schedule for new hires and ongoing training for employees.
- Interviews and tours for new families and residents at the facility, transporting patients to appointments, collecting specimens per doctors orders, .
- the agency, Suffern, NY A Home Care Agency, delivering healthcare service to seven counties in the Hudson Valley.
- Director of patient Services 2003 - 2008 Responsible for the day-to-day operations of a 400 (average daily) patient serve Home care agency.
- Creates and executes strategic direction with 6 direct reports, a budget of \$7m.
- Reports to the Administrator.

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- Raymond Bates -Handled financial matters with patients -Verified insurance benefits
-Prepared office deposits -Oversaw all office issues.

EDUCATION

- EARLY CHILDHOOD EDUCATION - 1992(LINCOLN LAND COMMUNITY COLLEGE -
Springfield, IL)