



# MIA TAYLOR

## Interim Program Manager

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### PROFESSIONAL SUMMARY

Dedicated Interim Program Manager with two years of experience in overseeing clinical operations and enhancing program effectiveness. Proven track record in leading diverse teams, ensuring compliance, and driving successful outcomes in challenging environments. Eager to leverage my skills in program administration and team leadership to contribute to organizational success.

### WORK EXPERIENCE

**Interim Program Manager** 📅 Apr / 2024-Ongoing  
**Blue Sky Innovations** 📍 Chicago, IL

- 1. Managed daily clinical operations in the absence of the permanent program manager, ensuring seamless service delivery.
- 2. Facilitated daily treatment team meetings to enhance communication and decision-making.
- 3. Oversaw the review and monitoring of client charts to ensure compliance with regulatory standards.
- 4. Provided leadership and mentorship to staff, promoting best practices in treatment delivery.
- 5. Ensured accuracy of treatment documentation and client files, maintaining high-quality records.
- 6. Identified and mitigated project risks to ensure successful outcomes.
- 7. Led a treatment team focused on intensive case management services for individuals with mental health challenges.

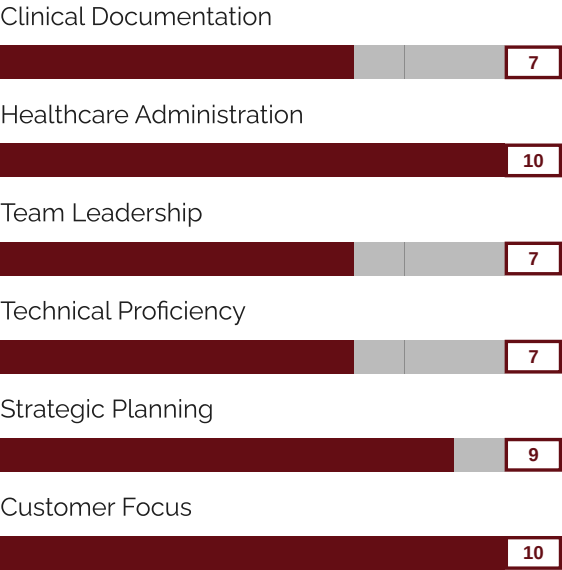
**Interim Program Manager** 📅 Apr / 2023-Apr / 2024  
**Silver Lake Enterprises** 📍 Seattle, WA

- 1. Assumed program manager responsibilities on a temporary basis, ensuring continuity of care.
- 2. Facilitated the transfer of clients to new residences, optimizing service delivery within the agency.
- 3. Supervised residential staff, fostering a collaborative work environment.
- 4. Prepared staff schedules and managed payroll efficiently.
- 5. Oversaw financial reconciliation and management of group home expenses.
- 6. Conducted home audits and inspections to ensure compliance with operational standards.

### EDUCATION

**Bachelor of Arts in Psychology** 📅 Apr / 2022-Apr / 2023  
**University of California** 📍 Denver, CO  
Focused on behavioral health and program management.

### SKILLS



### INTERESTS

- Gaming
- Fashion
- Film
- Technology

### STRENGTHS

- Fairness
- Flexibility
- Forward-thinking
- Gratitude

### LANGUAGES



### ACHIEVEMENTS

- ★ Increased team efficiency by implementing new project management tools, leading to a 20% improvement in task completion rates.
- ★ Developed training programs that enhanced staff performance and compliance with operational standards.