

Robert Smith

Practice Manager - Professional Services

CONTACT DETAILS

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PERSONAL STATEMENT

Professional Services experience with a strong foundation in team building and enhancing employee involvement while implementing effective multi-clinic changes. Record of measuring and achieving results while managing change effectively by driving revenue growth through new profit opportunities.

WORK EXPERIENCE

Practice Manager - Professional Services

ABC Corporation - 2007 - Present

Responsibilities:

- Responsible for the operations of a bariatric & aesthetic medical office with multiple locations that have jointly seen over 40,000 patients and which generates \$3 million in revenue.
- In charge of advertising budget and marketing ad campaigns, including all print ads, TV, radio, and online media.
- Responsible for supervising and delegating tasks to clinical professionals and clerical staff members.
- Supervised and worked closely with the nursing supervisor to create a company policy manual in 2010.
- Monitoring and coordinating with individual location managers to insure daily activities follow the policies and procedures of the clinic.
- Ensuring compliance with all aspects of a dispensing physicians office and oversee the weekly downloads of dispensing prescription NDC information to the state board of pharmacy.
- Working closely with various aesthetic pharmaceutical representatives to make strategic purchases and set up special marketing events and trade show presentations.

Office/Practice Manager

ABC Corporation - 1998 - 2007

Responsibilities:

- Responsible for the management of the Collection Center inventory, supplies and order, and the maintenance and/or routine service and calibration of scientific and technical instrumentation and equipment.
- Met daily, weekly, and monthly reporting deadlines, generating ad hoc operational and business reports and maintained the centers operational records.
- Ensured Collection Center is meeting financial targets and adhering to required financial reporting and responsibilities.
- Complied with Federal, State, and StemExpress SOPs and Policies, with requirements related to the quality of the product, and staff and donor safety.
- Oversaw the safe and accepted performance of day-to-day center functions.
- Conferred with the Collection Center Physicians and/or Medical Directors for technical donor safety and eligibility issues, then documenting

SKILLS

Medical Billing &
Insurance Office
Management Human
Resources Team Training
& Development, Process
Improvement Business
Partnerships Customer
Service Business
Planning Patient Services

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

results and outcomes as applicable.

- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Bachelor Of Science in Business Administration - 1997 (Rowan College - Glassboro, NJ) Associate in Business Administration - (Beckley College - Beckley, WV) Graduate Work - (Loyola University - Chicago, IL)