

WILLIAM PEREZ

Assistant Director Of Health Services

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PROFESSIONAL SUMMARY

Healthcare services professional with 5 years of experience in enhancing patient care and operational efficiency. Expertise in strategic planning, regulatory compliance, and team leadership to drive impactful health outcomes. Dedicated to fostering collaboration across multidisciplinary teams and implementing innovative practices that elevate service delivery and patient satisfaction.

WORK EXPERIENCE

Assistant Director Of Health Services

WidgetWorks Inc.

📅 Jun / 2021-Ongoing

📍 Denver, CO

1. Oversaw daily operations of skilled nursing and assisted living units, ensuring high standards of patient care.
2. Implemented a culture change initiative involving staff from all departments to improve service delivery.
3. Transitioned from medication carts to secure medication storage, enhancing patient safety.
4. Promoted person-centered care approaches, significantly improving resident engagement.
5. Developed and facilitated interdisciplinary team meetings to enhance communication and care coordination.
6. Implemented staff training programs that improved compliance and overall service quality.
7. Managed regulatory inspections and led initiatives to maintain compliance with health standards.

Director Of Health Services

Lakeside Apparel Co

📅 Jun / 2020-Jun / 2021

📍 Chicago, IL

1. Managed healthcare delivery for over 52 residents, ensuring their safety and well-being.
2. Oversaw the performance of caregivers, medication aides, and external agency services.
3. Conducted ongoing assessments to determine care needs and adjustments.
4. Responsible for hiring, training, and supervising staff to enhance service quality.
5. Administered daily operations of assisted living and memory support services.
6. Developed individualized care plans, budget reviews, and recruitment strategies.

EDUCATION

Bachelor of Science in Nursing

University of Health Sciences

📅 Jun / 2019-Jun / 2020

📍 Phoenix, AZ

Comprehensive nursing program focusing on patient care, healthcare management, and clinical practices.

SKILLS

Quality Improvement



Patient Experience Improvement



Data-driven Decision Making



Regulatory Audits



ACHIEVEMENTS

- 🌟 Implemented a new patient care protocol that reduced medication errors by 30%.
- 🌟 Developed and led a training program for staff that increased patient satisfaction scores by 20%.
- 🌟 Streamlined operational processes, resulting in a 15% reduction in costs without compromising care quality.