

Susan Smith
(555) 555-5555
youremail@example.com
123 Everywhere Street, Roanoke, VA, 24018

Profile

Operations manager with more than 15 years of experience, including in high-compliance fields such as medical billing. Analytical capabilities meet human resource knowledge in a leadership professional that knows how to implement core changes to save time and money without impacting customer satisfaction or employee morale.

Professional Experience

Operations Manager, Carter's Advertising, Roanoke, VA

March 2012-Present

- Oversee the day-to-day management of the entire office
- Ensure proper support is provided to creative and sales departments
- Implemented a cross-department communication structure that increased efficiency by 25%
- Create and manage budgets, including sales and marketing, business expenses and business analysis and hiring
- Coordinate with human resources for recruiting and hiring needs and make the final decisions on hires in leadership or critical positions

Manager, Medical Billing Management, Salem, VA

October 2006 - March 2012

- Led three teams within the claims billing department
- Conducted analysis of claims denials and AR to suggest and implement billing processes that increased claims payment rates by more than 10%
- Worked with compliance departments on risk management initiatives and improved audit outcomes
- Took part in a cross-department team to design and implement new billing software

Team Leader, Excel Insurance, Roanoke, VA

July 2003 - October 2006

- Supervised daily production of the billing questions team
- Coached 10-12 team members to consistently meet team and individual goals
- Prepared and presented weekly reports to department management
- Handled escalated calls and provided satisfactory customer service solutions

Education

Bachelor of Business Administration

Roanoke College, Roanoke, VA, September 1999 - May 2003

Key Skills

- Creating, organizing and implementing viable standard operating procedures
- Creative problem solving
- Customer service
- Data reporting and analysis
- Leadership and coaching
- Motivating teams to exceed goals