

SUSAN SMITH

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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

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