

ACCOUNT EXECUTIVE

Summary

Extensive experience in healthcare management, leadership, mentor, healthcare sales, customer service; Succeeded in exceeding targets and expectations; Earned the reputation of being the most dependable and trusted healthcare care employee Recognize for dedication and professionalism. Received praise for handling situations with a professional and positive attitude on my current job. I was given praise by my manager for my great communication skills and my willingness to be flexible with the schedule that my company currently required. Authorized to work in the US for any employer

Skills

- Staffing management ability
- Proven patience and self-discipline
- Motivation techniques specialist
- Confident public speaker
- Conflict resolution
- Patient-oriented
- Personal and professional integrity
- Relationship and team building
- Sound decision making
- Staff training and development
- Effectively influences others
- Critical thinking proficiency

Experience

06/2017 to Current

Account Executive Company Name i¼ City , State

- Generating referrals for home health by building relationships with physicians, long term care, independent and assisted living facilities and other community resources. Conduct market analysis; develop sales strategy, goals and plans. Conducting sales calls, and evaluating results and effectiveness of sales activity Support business development activities and help establish strong relationships with new and existing referral sources.
- Call on physicians, hospitals, skilled nursing facilities' management, discharge planners, and case managers within an assigned territory to promote our home health services. Build and maintain client relationships.
- Prepare business plans and maintain target lists.
- Prioritize accounts in accordance with the market sales plan. Gather and organize account-related information and provide input on key customer opportunities, service line extensions and proposal or contract pricing.
- Identifies, develops and maintains relationships with prospective referral sources. Actively pursues payer contracts and preferred provider networks. Utilizes sales skills and product knowledge to obtain new patients. Effectively utilizes the CRM.

01/2015 to 01/2017

Director of Healthcare Strategy Company Name i¼ City , State

- Carefully selected, developed and retained qualified staff, as well as trained Â new staff annually.
Evaluated patient care procedural changes for effectiveness.
Created annual goals, objectives and budget and made recommendations to reduce costs.
Assisted in the design and execution of programs that contributed to aÂ growth of the organization in the fiscal year.
Administered, directed and coordinated the activities of the agency.
Served as liaison between management, clinical staff and the community.
Expertly planned, coordinated, organized and directed all operations of the agency.
Directed the installation of improved work methods and procedures to achieve agency objectives.
Cooperated with other health related agencies and organizations in community activities.
Implemented standards and methods to measure the effectiveness of agency activities.
Actively maintained up-to-date knowledge of applicable state and Federal laws and regulations.
Sourced and implemented new performance appraisal process.
Provided thorough supervision for day-to-day operations of facility in accordance with set policies and guidelines.
Diligently monitored the QA (Quality Assurance) program to improve performance and maintain high standards of care.
Minimized staff turnover through appropriate selection, orientation, training, staff education and development.
Established and maintained positive relationships with government regulators, residents, families, other area health care providers, physicians and community at large.
Organized and led weekly personnel meetings withÂ team members.
Developed and managed budget and revenue expectations while actively seeking ways to eliminate or reduce expenses.
Corresponded with operations staff to ensure key client deliverables and revenue goals were met.
Closely monitored competitor activity, legislative and regulatory initiatives and agency concerns and contracts and developed strategies to respond.
Revised policies and procedures in accordance with changes in local, state and federal laws and regulations.
Coached and developed a care team that consistently ranked among the top in its region for key clinical, performance and financial

outcomes.

Planned, organized, supervised and provided assignments for nursing, technical, office and biomedical staff. Managed an average of 50 employees each shift.

Provided administrative and clinical leadership to the nursing staff and helped improve annual retention rate.

Monitored staffing patterns and nursing care hours for efficiency and made changes when necessary.

Routinely evaluated the overall resident care within the facility and diligently enforced high standards. Call on physicians, hospitals, nursing facilities and other healthcare providers to promote Home Health services.

- I am an expert regarding the services provided by Home Health: Skilled nursing, PT, OT, and ST and other healthcare services.
- Act as liaison to clients to resolve problems and provide information on services and maintain positive relations.
- Work in partnership with other Account Executives, Executive Director and Regional Sales Manager to develop business plan and strategy for local market.
- Implement business plan for local market and report progress and results to Regional Sales Manager Maintain organized account information for each client, track sales data, identify key accounts and potential problems.
- Review details and expectations about the referral with patients.
- Assist patients in problem solving potential issues related to the health care and.
- financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance.
- Be the navigator and point of contact for patients.

01/2012 to 01/2015

Director of Healthcare Strategy Company Name i¼ City , State

- Recruiting, consultant, and staffing for physicians, RN's, CNA's.
- Startup mobile diagnostic testing facility.
- Proficiently established business with home health, private practices, hospice, assisted living, memory care, skilled nursing, house call doctors and medical groups from all specialties.
- Directed all aspects of daily operations, encompassing forecasting, planning market strategies, sourcing and developing leads, negotiating contracts, closing sales, and maintaining client relations.
- Facilitated with major projects in other territories.
- Trained, developed and mentored new sales representatives in selling techniques, product information, and customer service.
- Initiate and maintain routine contacts (to include visits, phone calls and mailings) to existing clients in order to ensure smooth working relationships (field based marketing).
- Market for new business for our physician house calls, home health, and transitional care departments, serve as assistant to Vice President of Business development and Clinical Services, Responsible for Quality Assurance from all angles.
- Build solid relationships with personnel at various facilities.
- Maintain all customer relationship activity utilizing SFDC database, to include account planning, pipeline, retention and growth efforts and other assigned tasks.
- Work with Operations personnel to assist in maintaining high levels of customer service with existing accounts.
- Responsible for the gathering of information regarding competition and have thorough understanding of Competitor in assigned area.
- Work with Marketing/Communications to develop effective communication and marketing material (for internal and external purposes) Demonstrate a professional approach to creating value and gaining confidence in Evolution Health services from clients.
- Assist operations in the development of systems that encourage feedback from clients.
- When applicable, assist in training of new Account Executives.

01/2007 to 01/2013

Multi Doctor Health Clinic Manager Company Name i¼ City , State

Relayed feedback on clinical settings' effectiveness in enabling students reach course and program goals.

- Evaluated patient care procedural changes for effectiveness.
- Created annual goals, objectives and budget and made recommendations to reduce costs.
- Served as liaison between management, clinical staff and the community.
- Actively maintained up-to-date knowledge of applicable state and Federal laws and regulations.
- Provided thorough supervision for day-to-day operations of facility in accordance with set policies and guidelines.
- Regularly evaluated employee performance, provided feedback and assisted, coached and disciplined staff as needed.
- Minimized staff turnover through appropriate selection, orientation, training, staff education and development.
- Observed strict confidentiality and safeguarded all patient-related information.
- Coached and developed a care team that consistently ranked among the top in its region for key clinical, performance and financial outcomes.
- Established facility's annual budget and conducted monthly reviews to ensure finances were being properly allocated.
- Reviewed and approved time cards for processing by payroll department.
- Assigned staff to meet patient care needs and address productivity standards, while adjusting for census, skill mix and sick calls.
- Supervised and evaluated the activities of medical, nursing, technical, clerical, service, maintenance and other personnel.
- Developed and arranged continuing education opportunities for all staff to increase knowledge and skills.
- Kept abreast of advances in medicine, computerized diagnostic and treatment equipment, data processing technology, government regulations, health insurance changes and financing options. Supervising accuracy of patient's information, diagnosis's and coding, Obtain/ maintain process for referrals for all insurances to ensure accurate billing process's obtain/ maintain two computer systems with new/

updated data for the insurances, ICD9, CPT4 codes, address corrections, registration, and scheduling, etc. Train all new hire and continuing education employees.

- Manage multiple office tasks.
- Develop department process improvement goal/plans and competency skills.
- Responsible for attendance and staffing needs.
- Assist with any billing and collections duties.
- Second submission claims, posting of payments, refund request, charges, Medicare, Medicaid, CS5 reports, etc.) Responsible for maintaining A/R MED Risk insurance, Responsible for IME'S (Independent Medical Examinations) scheduling, A/R, medical records, and working with judges, attorneys and workman's comp companies, insurance etc.
- Liaison between five offices, to assure accuracy and staffing needs, Participate in Corporate Compliance and TQM.

01/2003 to 01/2007

Medical Research Coordinator Company Name i¼ City , State

- Triage front office duties, charted, medication refills, scheduled procedures, medication refills,.
- scheduled procedures, administered vital signs, finger sticks, triage front office duties, charted,.
- medication refills, scheduled procedures, Coumadin evaluation, assisted doctors as needed, lab.
- preparation, EKG'S, holter and event monitors, insurance verification and authorization.

Education and Training

Present

Bachelors of Science : Healthcare Management Letourneau University Dallas i¼ City , State Healthcare Management

2016

Associates of Science : Healthcare Management Letourneau University Dallas i¼ City , State Healthcare Management

1993

High School Diploma Ferris High School i¼ City , State

Skills

assisted living, business development, Business development, develop business, business plan, business plans, negotiating contracts, EKG'S, forecasting, front office, Home Health services, Home Health, hospice, market analysis, market strategies, marketing material, market sales, Assist patients, process improvement, RETAIL SALES, sales skills, sales, Sales Manager, scheduling, Triage, vital signs