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CERTIFICATIONS

PMP: Project

Management Professional

- Project Management Institute (PMI)
- License# 3954029

CPHQ: Certified

Professional in Healthcare Quality

- National Association for Healthcare Quality (NAHQ)
- License# 365336

CAPM: Certified Associate in Project Management

- Project Management Institute (PMI)
- License# 3565846

DASM: Disciplined Agile Scrum Master

- Project Management Institute (PMI)
- License# 3648415

Six Sigma Green Belt

- Texas Children's Hospital

Certificate in Quality and Safety

- Institute for Healthcare Improvement (IHI)

EDUCATION

Master of Science in Healthcare Administration

- Texas Tech University Health Sciences Center; Lubbock, TX

PROFESSIONAL SUMMARY

Strategic and results-driven Healthcare Project Manager and Imaging Services Leader with 20+ years of healthcare expertise, including 10+ years leading cross-functional teams in hospitals, radiology, and clinical operations. Skilled at managing complex projects from inception to completion, aligning deliverables with organizational strategy, and ensuring compliance with healthcare quality standards. Experienced in program management, budget oversight, financial reconciliation, vendor management, content development, and stakeholder engagement. Known for building strong client and faculty relationships, driving process improvements through Lean Six Sigma, and delivering measurable improvements in efficiency, quality, and patient outcomes.

EXPERIENCE

RADIOLOGY PROJECT MANAGER, TEXAS CHILDREN'S HOSPITAL

HOUSTON, TX 2022 – PRESENT

Lead enterprise-wide imaging and IT project initiatives, ensuring alignment with hospital strategic goals, clinical outcomes, and regulatory compliance. Manage project scope, schedules, budgets, and risks while fostering collaboration between clinicians, technologists, IT, and administrative stakeholders.

Key Responsibilities:

- Facilitated multidisciplinary team projects, improving imaging throughput and patient access across modalities.
- Partnered with Epic/MyChart and IS to launch a digital patient education platform, increasing patient engagement and scheduling accuracy.
- Oversaw new technology integration, including training and adoption, to strengthen organizational readiness and efficiency.

Key Achievements:

- Developed and implemented a Business Continuity & Downtime Management Program ensuring uninterrupted operations and mitigating patient safety risks.
- Conducted operational audits, recovering \$23K+ in revenue through enhanced charge capture and compliance monitoring.
- Created and implemented Patient Education links integrated into Epic MyChart by collaborating with subject matter experts, Radiant, Epic, Cadence, and Marketing teams to automatically embed links to a patient education website. Leading to Overall Digital Activity: ↑ 208% (3.1x growth) — from 939 → 2,895 interactions

<div data-bbox="120 65 305 107" data-label="Section-Header"> <h2>KEY SKILLS</h2> </div> <div data-bbox="120 153 328 226" data-label="Section-Header"> <h3>Client & Faculty Engagement</h3> </div> <div data-bbox="120 231 436 420" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Advisory Boards ➤ Medical Education ➤ Relationship Building ➤ Stakeholder Communication </div> <div data-bbox="120 464 418 499" data-label="Section-Header"> <h3>Operational Excellence</h3> </div> <div data-bbox="120 501 472 732" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Business Continuity Planning ➤ KPI Tracking ➤ Performance Audits ➤ Process Standardization ➤ Workflow Optimization </div> <div data-bbox="120 774 373 810" data-label="Section-Header"> <h3>Financial Oversight</h3> </div> <div data-bbox="120 812 420 961" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Budget Oversight ➤ Cost Control ➤ Growth Planning ➤ Resource Allocation </div> <div data-bbox="120 1005 427 1041" data-label="Section-Header"> <h3>Regulatory Compliance</h3> </div> <div data-bbox="120 1043 448 1194" data-label="List-Group"> <ul style="list-style-type: none"> ➤ ACR Standards ➤ HIPAA ➤ Safety Protocols ➤ The Joint Commission </div> <div data-bbox="120 1239 362 1312" data-label="Section-Header"> <h3>Program & Project Management</h3> </div> <div data-bbox="120 1314 443 1545" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Change Management ➤ Governance Frameworks ➤ Project Lifecycle Execution ➤ Root Cause Analysis </div> <div data-bbox="120 1589 448 1623" data-label="Section-Header"> <h3>Healthcare & Technology</h3> </div> <div data-bbox="120 1625 470 1816" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Epic (Radiant, MyChart) ➤ Imaging Operations ➤ PACS/RIS ➤ Regulatory Compliance (HIPAA, ACR, TJC) </div>	<div data-bbox="501 65 1300 100" data-label="Section-Header"> <h2>RADIOLOGY PROJECT ANALYST, TEXAS CHILDREN'S HOSPITAL</h2> </div> <div data-bbox="501 102 854 138" data-label="Text"> <p>HOUSTON, TX 2021 – 2022</p> </div> <div data-bbox="501 140 1357 254" data-label="Text"> <p>Collaborated with modality leaders to improve scheduling, patient throughput, and process efficiency through Lean and Six Sigma methodologies.</p> </div> <div data-bbox="545 298 815 333" data-label="Section-Header"> <h3>Key Responsibilities:</h3> </div> <div data-bbox="545 336 1494 485" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Designed triage scheduling models that reduced bottlenecks and improved access. ➤ Facilitated progress reporting and performance tracking to leadership on ongoing operational improvements </div> <div data-bbox="545 489 800 525" data-label="Section-Header"> <h3>Key Achievements:</h3> </div> <div data-bbox="545 527 1503 678" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Increased MRI access by 57% via the MR-I Got This sedation reduction initiative. ➤ Reduced CT Head WO turnaround time from 44.5 to 30 minutes through data-driven workflow optimization. </div> <div data-bbox="501 722 1469 758" data-label="Section-Header"> <h2>COMPUTED TOMOGRAPHY (CT) SPECIALIST, TEXAS CHILDREN'S HOSPITAL</h2> </div> <div data-bbox="501 760 854 795" data-label="Text"> <p>HOUSTON, TX 2014 – 2021</p> </div> <div data-bbox="501 798 1320 871" data-label="Text"> <p>Delivered advanced CT imaging while spearheading operational improvement initiatives.</p> </div> <div data-bbox="545 915 815 951" data-label="Section-Header"> <h3>Key Responsibilities:</h3> </div> <div data-bbox="545 953 1468 1104" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Trained and mentored staff to ensure quality standards and patient safety were consistently met. ➤ Partnered with IT and scheduling teams to enhance documentation accuracy and patient flow. </div> <div data-bbox="545 1108 789 1144" data-label="Section-Header"> <h3>Key Achievement:</h3> </div> <div data-bbox="545 1146 1448 1222" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Led process improvement projects generating \$52K in annual cost savings. </div> <div data-bbox="501 1264 1278 1299" data-label="Section-Header"> <h2>LEAD RADIOLOGY TECHNOLOGIST, HARRIS HEALTH SYSTEM</h2> </div> <div data-bbox="501 1302 854 1337" data-label="Text"> <p>HOUSTON, TX 2005 – 2015</p> </div> <div data-bbox="501 1339 1424 1453" data-label="Text"> <p>Supervised a 30-member team across CT, MRI, X-ray, and interventional radiology while ensuring workflow efficiency, patient satisfaction, and compliance.</p> </div> <div data-bbox="545 1497 815 1533" data-label="Section-Header"> <h3>Key Responsibilities:</h3> </div> <div data-bbox="545 1535 1481 1726" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Improved cross-departmental collaboration with ordering physicians and nursing staff to streamline workflows and enhance communication. ➤ Oversaw daily scheduling, staffing, and regulatory compliance, ensuring uninterrupted service delivery. </div> <div data-bbox="545 1728 800 1766" data-label="Section-Header"> <h3>Key Achievements:</h3> </div> <div data-bbox="545 1768 1461 1843" data-label="List-Group"> <ul style="list-style-type: none"> ➤ Acted as Epic Super User during EHR implementation, training staff and supporting organizational change management. </div>
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