

PROFESSIONAL SUMMARY

Multi-talented Chief Operating Officer consistently rewarded for success in operational improvements, focused on growth and business development. Grew HealthCare company from \$5M to \$42M in 7 years. Out of the box thinker and CEO style mentality for rapid, consistent growth and expansion. Very comfortable meeting new people, speaking to large audiences and is not shy from networking.

- Creating Duplicatable Systems
- Creating Strategic Partnerships
- Operations oversight
- Expert in Workers Comp (defense)
- Business Administration
- Change Management
- Acquisition integration
- Contract Negotiation
- Cost savings and reduction
- Personnel development
- Business planning
- Staff Management
- Business Development
- Negotiation
- Training
- Team building
- Data Analysis
- Customer retention

WORK HISTORY

C-Level Executive (COO-CEO)- 01/01/2020- Present

Independent Consultancy - Los Angeles, CA

- An accomplished executive, and innovator thinker. She has over 20 years of leadership experience, held C-level position in healthcare for over a decade.
- During her career she has built a reputation for operational excellence, business expansion, building a strategic network of professional and personal relationships, and overall big picture thinker.
- As a result of her ability to work with various industries, several of her clients wanted to onboard her instead she offered her services independently.
- She currently still works with local laboratories to facilitate COVID testing for nursing homes and large organizations.
- Some Clients:
 - 2020 – 2022 UD Labs grew revenue from \$300K \$16M in 10 months
 - Lab based testing for oral toxicology for large clients
 - Lab based testing for COVID to nursing homes and larger organizations
 - Water and Energy Solutions for producers of 400KW/day in energy
 - Start-up Non- for profit to help victims of DV.
 - Automotive repair facility grew revenue from \$150k-\$560K
 - Lending Solutions App- introductions to bank C-suite executives
 - Two Locations Café looking to expand (franchise)

Chief Operating Officer, 01/2013 to 02/2020

ProHealth Medical Group – Encino, CA

- Orchestrated positive media coverage and stakeholder relations as public face of ProHealth Medical Group company.
- Led operational oversight and budgetary supervision for 147 Full-time employee including Physicians, Specialty Surgeons, Mid-levels and office support staff out of 5 locations.
- Re-engineered departments to establish top-performing groups while decreasing costs, specifically with Payroll. Reduced overall payroll by \$1.2M year over year for 4 years.
- Refined organizational structure to consolidate, streamline and delineate necessary functions.
- Implemented new EMR (electronic medical record) systems across all 5 locations to support increased workflow and streamline process.
- Negotiated and drafted contracts with business partners, and brought on clients like AEG and Metro which increase profits in a single year by \$550K for one location.
- Established standard operating procedures and HR guidelines policies to promote company culture and vision.
- Developed quarterly business plans to evaluate cost projections.
- Developed innovative sales and marketing strategies to facilitate business expansion.
- Fostered new business through participation in trade shows, Chamber event, partnering with The Economic Alliance, Board Member for 6 years. Thus, initiating communications and building brand.
- Developed and implemented new strategies and policies in collaboration with executive partners to establish and achieve long-term business objectives, providing company with strong and sustainable organizational leadership.
- Maintained P&L to ensure optimal fiscal responsibility.
- Integrated new media and web advertising initiatives into client's marketing strategies to enhance brand awareness.
- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Reviewed individual department performance and worked with leadership to improve processes, procedures and practices.
- Monitored social media and online sources for industry trends.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Planned and executed company events such as year-end holiday party, meetings and staff mixers to promote office morale and cohesion.

Administrator , 01/2010 to 08/2012

ProHealth Advance Imaging – North Hollywood , CA

- Managed CRM database, including troubleshooting, maintenance, updates and report generation.
- Established and developed highly efficient and dependable administrative team by delivering ongoing coaching and motivation and fostering career advancement.
- Recruited, hired, trained and supervised staff and implemented mentoring program that offered positive employee engagement.
- Assisted in planning and execution of office renovation, including coordinating movement of office furniture, files and employees during construction.
- Developed and implemented policies and procedures and scaled for growth.
- Assisted marketing department in planning client functions.
- Created new employee handbook, IT policies and disaster recovery procedures.
- Assisted with implementation of Salesforce CRM and provided ongoing user support.
- Created document management system to reduce paper usage and improve accuracy of tracking.