

# DARRYL STANFORD, MBA

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## VICE PRESIDENT OF OPERATIONS

Accomplished, task-driven Vice President of Operations, offering 14+ years of extensive experience in providing strategic financial oversight and excellent decision-making skills in operational planning and management.

- ❖ Proven capacity to establish and sustain operating standards, regulatory compliance, and overall quality management while driving the company's operating capabilities to surpass customer satisfaction and retention, and company goals.
- ❖ Highly proficient in oral and written communication, team building, and conflict resolution.
- ❖ A passionate individual committed to enhancing business-to-business marketing, solution selling, and possesses in-depth knowledge of the sales process and sales training.
- ❖ Adheres to the highest standards of integrity while building remarkable relationships by working collaboratively with others and finding win-win solutions.

## CORE COMPETENCIES

Process Improvement | Relationship Building | Business Development | Leadership & Collaboration | Risk Management  
Financial Management | Data Analysis & Resolution | Efficient Time Management | Attention to Detail  
Analytical & Critical Thinking | Stellar Interpersonal & Communication Skills | Company & Revenue Growth  
Recruitment and Retention | Client Relations Management | Project Management | High-Impact Solutions  
Organizational Restructure | Education & Healthcare Management | Quality Assurance & Improvement

## PROFESSIONAL EXPERIENCE

**EASi Transport, LLC – Raleigh, NC**

**VICE PRESIDENT OF OPERATIONS / CUSTOMER SERVICE • 2019 – Present**

*Manage cross-functional collaboration to drive team engagement and keep members on course to achieve company targets.*

- Evaluate performance data and customer interaction results to maximize performance, making improvements to the servicing model.
- Provide counsel and mentoring approaches to the Customer Service Management team in providing professional development opportunities for team members in achieving high-performance customer service.
- Coordinate and monitor supply chain operations, and ensure the effective use of premises, assets, and communication ways – utilize logistics IT to optimize procedures.
- Strategically organize and administer logistics, warehouse, transportation, and customer services, to include keeping track of quality, quantity, stock levels, delivery times, transport costs, and efficiency.
- Determine areas of operational risk and implement procedures to mitigate and ensure adherence to proper safety protocols.
- Guide scalable, automated operating platforms to increase and support the business while continuing to improve processes.
- Oversee new account set-up, changes to existing client accounts, and the unwinding of closed accounts.

### Achievement:

- Maintain an average client retention rate of 97% through managing client expectations, operational solutions, and coaching.

**National Counseling Group, Inc. – Richmond, VA**

**VICE PRESIDENT OF REVENUE CYCLE • 2015 – 2018**

*Built and strengthened relationships across functional leadership areas to keep revenue development and operational plans interconnected and effective.*

- Developed and redesigned collection policies, guidelines, and programmed procedures to ensure company-wide implementation across health care partners.
- Established accurate information between patient access, health information management, billing, and collections.
- Created revenue projections and monthly reports for financial review and budget management.
- Produced and analyzed monthly financial and productivity reports for all health care partners, and arranged a cost-saving and reduction recommendations that assisted in the monthly forecast process and operational improvements.

### Achievements:

- Accelerated strategic plans and programs for the Revenue Cycle department and established a boosted billing collection rate increased by 22% from 2016 to 2017.
- Oversaw deliverables in partnership with both internal and external business relationships and improved revenue productivity of 13% in 2017.
- Spearheaded hands-on guidance to new hires, assisted them with their credential requirements, licensure expectations, and coordination of benefits – resulted in an increase of 92% completion of staff requirements within 120 days of being hired in 2017 vs. 63% in 2015.

**Turning Point Family Care, PLLC – Raleigh, NC  
CHIEF OPERATIONS OFFICER / MANAGING PARTNER • 2009 – 2015**

*Successfully drove operational direction, administrative and cost efficiency, and coordination of program initiatives.*

- Standardized operational management applications to generate revenue, reduce costs, and drive program efficiencies throughout the company.
- Supervised the Human Resources Division, including evaluations, interviews, and employee-contractor conflict resolutions, and the review and approval of all performance improvement plans.
- Expanded Recruitment and Retention initiatives to ensure the company attracted and maintained quality employees.
- Conducted training and adopted implementation of CARF national accreditation standards across agency departments, external stakeholders, and referral sources.

**Achievements:**

- Performed due diligence, performance audits, and financial risk assessments leading to two successful company mergers and one company acquisition.
- Increased organization NOI from by 34% between the years 2013 and 2015 while maintaining appropriate quality standards.
- Founded a non-profit sector of the company in 2011 and carried out duties as a Board Chairman through 2018.

**A United Community, LLC – Raleigh, NC  
DIRECTOR OF OPERATIONS / FOUNDING PARTNER • 2007 – 2009**

*Identified and implemented strategic plans based on accurate readings of specifications and robust collaboration.*

- Co-Founded a private mental health and substance abuse agency designed to improve the overall behavior of at-risk youth.
- Managed the daily operations of human resources, finance, facilities, quality assurance, technology, and marketing departments.
- Supervised administrative and support personnel, and provided evidence-based training modules, professional development, and accreditation compliance.
- Created strategic design for clinical engagement and therapy programs focused on consumer outcome initiatives, healthy behavioral improvements, and consumer therapeutic progress.

**Achievements:**

- Implemented a web-based timekeeping system that increased payroll compliance by 20% and improved clinical data accuracy by 14%.
- Directed business infrastructure training and software development resulting in improved performance and cost reduction by 19% from 2007 to 2009.

**EARLIER WORK EXPERIENCE**

**TEACHER, Wake County Public School System – Raleigh, NC • 2003 – 2007**

**INSURANCE SALES AGENT, Allstate Insurance Company – Raleigh, NC • 1998 – 2003**

**EDUCATION**

**Master of Business Education, Campbell University – Buies Creek, NC • 2020**

**Bachelor of Arts – History Minor: Business, North Carolina Central University – Durham, NC • 2004**

**PROFESSIONAL MEMBERSHIP AND AFFILIATIONS**

**Raleigh Chamber of Commerce, Member**

**Turning Point Foundation, Board Member**

**B.I.A.N.C.A.S Flowers, Board Member**

**Raleigh Helping Hand Mission, Volunteer**

**National Small Business Administration, Member**

**Owner-Operator Independent Driver's Association, Member**

**The Cystic Fibrosis Foundation of the Carolinas, Member/Volunteer**

**Y-Guides, YMCA of the Triangle, Member**

**COMPUTER / TECHNICAL & OTHER SKILLS**

**Salesforce CRM | QuickBooks | Concur | Quicken**

**Patagonia Health HER | Credible Behavioral Health HER | Checkpoint EHR**

**RUN by ADP | Ceridian Dayforce Human Resources Management | Zenefits**

**Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook, SharePoint)**