

JOHN DOE

PROFESSIONAL SUMMARY

Cary, NC | (919) 333-4444 | johnd123@gmail.com | [LinkedIn](#)

Proven leader with extensive business processes and operations experience across the healthcare and real estate industries. Possesses strong operational abilities backed up by exceptional organizational, time-management, and problem-solving skills. Proficient at team building, team management, and assessing as well as improving employees' performance to increase productivity and efficiency. Able to develop and improve the company's infrastructure and systems to facilitate further growth. A problem solver adept at ensuring a smooth workflow and task completion by employing strategic thinking and a methodical approach. Eager to bring strong leadership skills to master new challenges and contribute to the organization's overall success.

CORE COMPETENCIES

Operations management	Healthcare	Tech savvy
Business processes	Medicaid	Problem-solving skills
Benefits	Real estate	Communication skills
Process improvement	Supervisory skills	Collaborative skills
Strategic planning	Supply-chain management	Analytical skills

WORK EXPERIENCE

VP of Cost Segregation Blue Company

12/21 –Present
Cary, NC

Performs an in-depth, engineering-based cost analysis related to the acquisition, construction, or renovation of properties. Oversees the application of cost segregation study on new buildings or properties under renovation. Consistently finds ways to optimize productivity by implementing effective and innovative procedures. Supports the needs of the sales team and clients throughout the process by offering supervision and assistance. Creates site surveys, appraisals, closing statements, and other documentation necessary for timely report submission. Supervises operations and provides leadership during operational activities and processes to ensure quality and compliance. Manages a team of cost segregation engineers tasked with on-site and remote cost segregation studies.

- Utilized the reports created through Power BI to monitor productivity and trends and make data-based projections
- Applies critical and leadership skills to support operational requirements
- Regarded as an expert in analyzing business data and identifying key business drivers

Yellow Company

5/14 – 11/21
Cary, NC

Director of Enrollment

6/20 – 11/21

Supervised the enrollment process from developing and implementing admissions policies to tracking enrollment numbers. Tasked with developing new initiatives and strategies related to recruitment efforts or other areas of interest to the organization. Conducted a wide range of duties associated with material development and report compliance. Planned and initiated diverse activities related to reviewing, interpreting, and applying policies and procedures to ensure the effectiveness and efficiency of work operations. Coordinated business analysts and enrolment analytics teams in creating monthly, quarterly, and annual reports submitted to the organization's leadership and the State of North Carolina. Monitored and audited delegated vendors and approved requests and submissions.

- Managed the Enrollment Department operations regarding Medicaid and Medicare HMOs for all 50,000 members
- Organized and coordinated 40 employees in multiple offices, including managers and supervisors of day-to-day operations for Medicaid and Medicare enrollment, benefits eligibility, and member satisfaction
- Ensured the Center's policies and procedures were in compliance with DOH regulations and internal standards

Assistant Director of Enrollment

9/20 – 5/21

Coordinated development and support for the enrollment cycle and database administrator duties within Enrollment Department. Assisted in managing data integrity and error resolution. Monitored daily data imports and processes and created documentation of business practices. Prioritized and managed multiple responsibilities showing an ability to work independently and collaboratively with little direct supervision. Communicated, advised, and evaluated day-to-day operations regarding Medicare and Medicaid benefits.

- Set and maintained high standards of excellence in business processes and quality assurance
- Demonstrated in-depth knowledge of relevant operating procedures, rules, and regulations
- Exhibited leadership mentality coupled with advanced time management and organizational abilities

Manager of Benefits Eligibility

8/16 – 5/21

Built and implemented workflow processes for the Benefits Eligibility Department. Oversaw vendor relations and streamlined operations. Evaluated and prioritized operations by supervising the staff and delegating tasks according to employees' skills and abilities. Assessed the department's performance and conformance to regulations demonstrating a strong work ethic and professional demeanor. Analyzed Medicare and Medicaid benefits applicable to Centers Plan's members. Excelled in problem-solving and time management and offered guidance regarding benefits enrollment and utilization.

- Led a team of 20 employees including supervisors and coordinators in multiple offices overseeing operations for the Benefits Eligibility Department
- Assumed the role of the lead representative for the database transition to Salesforce including Enrollment, Intake, Non-Clinical and Clinical, CDPAS, and Business Development departments
- Oversaw a team of coordinators tasked with the Medicaid eligibility for prospective and active members of Centers Plan for Healthy Living's Managed Long-term Care
- Interacted with State and County Medicaid agencies to resolve various Medicaid eligibility issues

Benefits Eligibility Supervisor

5/14 – 7/16

Served as a liaison between vendors delegated to oversee and assist CPHL members with recertifying Medicaid coverage. Maintained systems and streamlined processes to maximize the team's productivity while ensuring compliance with regulations. Provided help and expertise to subordinate staff in interpreting policies. Determined initial and ongoing eligibility for applicants and members to facilitate the accurate and timely determination of initial and permanent Medicaid eligibility by explaining requirements and following up with needed verifications. Planned, organized, and managed the department workflow to ensure that accurate and timely eligibility determinations, performance expectations, and outcomes were met. Regularly reviewed reports and utilized statistical data to meet the organization's needs.

- Managed the execution of daily operations in alignment with the company's targets, standards, and regulations
- Supported cross-functional teams by analyzing data, writing reports, creating policies, and establishing goals
- Identified and addressed customers' needs in accordance with organizational standards and regulations
- Exhibited advanced leadership abilities while managing people and operations to provide the best possible service

Logistics Manager

Red Company

1/13 – 4/14

Lakewood, NJ

Monitored the movement, distribution, and storage of supplies and materials. Planned routes, analyzed budgets, and processed shipments. Ensured the adherence of operations to laws, guidelines, and ISO requirements. Organized warehouse, labeled goods, and plotted routes and shipments. Selected carriers and negotiated contracts and rates. Monitored inbound and outgoing deliveries and evaluated budgets and expenditures. Utilized strong verbal communication and active listening skills to respond to issues and complaints.

- Put in charge of the management of an account that generated \$150m of annual revenue
- Successfully cooperated with an extensive client base including SuperStore, GreatGoals, and Brightmart
- Demonstrated time management and organizational skills while working in a fast-paced environment
- Displayed the ability to collect and analyze large datasets showing a keen eye for detail

EDUCATION

Master's Degree in Talmudic Law

Beth Medrash Govoha, Lakewood, NJ

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