

# **PROJECT MANAGEMENT & BUSINESS STRATEGY EXPERTISE**

- Effective project manager with experience planning and leading cross-functional teams to execute enterprise-wide initiatives, meeting goals and objectives within deadlines and dynamic environments
- Dynamic problem-solver with track record of driving organization goals by identifying and executing opportunities to develop programs aligned with customer needs and cultivate customer relations.
- Collaborative relationship-builder with history of building partnerships with diverse internal and external stakeholders by aligning different needs and values.

# CORE COMPETENCIES

Finance Business Strategy • Project Management • Strategic Planning • Business Development
Coalition Building • Change Management • Strategic Partnerships • Business Strategy
Stakeholder Engagement • Operations • Program Development • Communications Strategy
Team Management • Customer Relations • Event Planning • Marketing • Branding • Budgeting
Reporting • Compliance • Sales • Mentoring & Training

# PROFESSIONAL EXPERIENCE

**EXECUTIVE PROGRAM DIRECTOR & CHIEF OF STAFF, REVENUE CYCLE** – Northwell Health 2022 – Present Supports the Senior Vice President and Chief Revenue Officer as a key member of the department leadership team. Plans and organizes the development, coordination, and management of programs, services, and policies identified by the leadership. Oversees the planning, organizing, and operational performance of identified business units and corporate initiatives. Participates in the development and implementation of financial and strategic planning activities; facilitates quality improvement initiatives and the integration of the organizational values.

Coordinates, oversees, and manages objectives of corporate business units and initiatives as identified by the leadership:

- Organizes efforts to prioritize needs of specified business units across shared services.
- Initiates and coordinates strategic analyses of market opportunities, growth objectives, space allocation, research and procurement of technological solutions and capital allocation for responsible business units.
- Initiates and evaluates analyses identifying best practices and opportunities; makes recommendations for improvements in operational processes, policies and procedures.
- Oversees the development and monitoring of strategic operating goals, objectives and reports operational performance, financial management and operational performance.
- Develops and oversees financial management including budget, salary, capital, and revenue projections.
- Participates in planning, organizing, and coordinating financial practices to grow revenue and manage expenses; monitors and evaluates business unit performance by developing metrics or using industry recognized tools.
- Prepares operational analysis, presentations and recommendations as required; presents analysis and recommendations to leadership.
- Advises the leadership of all potential opportunities benefitting corporate operations.
- Applies new concepts and techniques to streamline operations and improve outcomes.
- Identifies and implements technology to improve operations.
- Builds and maintains productive inter/intra departmental and vendor work relationships to optimize operations.

- Oversees and evaluates educational needs related to operational business practices and conducts-in services; develops, builds and grows relationships in and out industry to keep current with advances in the management and evolvement of assigned business units.
- Builds and maintains list of successors for key roles.
- Oversees the development of strategies to improve satisfaction, collaboration, quality and efficiency across the organization.
- Uses knowledge and skills to contribute to the development of functional objectives and principles to achieve goals in innovative ways. Problems addressed are of diverse scope and complexity ranging from moderate to substantial.

### ADJUNCT LECTURER, COLLEGE OF BUSINESS – Stony Brook University

2022 – Present

Appointed faculty member in the College of Business and Management area. Responsible for the creation, communication, delivery, and evaluation of courses within the graduate and undergraduate programs. Online Teaching Certification through SBU Center for Excellence in Learning and Teaching.

### Courses taught:

- MBA 574, Project Management
- BUS 393, Introduction to Project Management

PROJECT MANAGER, CORPORATE CARE COORDINATION – Northwell Health2020 – 2022Manage, plan, coordinate, implement, and assess multiple special projects in support of Northwell Health'sinpatient Care Coordination (Case Management and Social Work Services) departments. Reporting to theVice President of Care Coordination, supports strategic initiatives ensuring achievement of goals andobjectives for multiple phases of large enterprise-wide projects, and all other related department projects.

Partners with clinical and non-clinical leadership to design projects to: define project goals, objectives, target initiatives, timelines and budgets; assists with design of project plan; prepares project assessment, analysis, reports and recommendations; interfaces with the leadership to collect financial, statistical and operational data for analysis. Evaluates effectiveness of project plans; evaluates implemented projects on a periodic basis and compares actual performance to pre-established metrics and business plans; partners with management to develop tools and metrics to evaluate performance of target initiatives. Operates under limited guidance and work assignments involve complex issues where the analysis of situations or data requires in-depth evaluation of variable factors.

### Select Accomplishments:

- Increased engagement and recognition of frontline staff and team members through monthly newsletter, Care Coordination Comms, Town Hall forums, keynote speakers, Noon Time Knowledge Sessions based on learning needs assessment, and recognition weeks for both Case Management and Social Work Services.
- Guided continued work with Corporate Shared Services Human Resources and Career Framework teams to finalize Care Coordination job profiles and mappings, with refinement of reporting and analytics. Ongoing strategic partnership with HR team related to recruitment and retention strategies.
- Assisted in development of resources and tools to assist Transition of Care efforts, supporting sites to facilitate increased throughput and discharges with focus on 7-day a week hospital model and increased referrals to post-acute services network.
- Oversight for continued monitoring of Utilization Review Committees ensuring proper agendas and meeting structures are in place to meet regulatory compliance.

## MANAGER, COMMUNITY RELATIONS – Huntington Hospital Northwell Health

2015 - 2020

Build relationships with community members and groups to increase awareness of clinical services. Support business strategy and program development to advance hospital's brand and impact. Manage department budget. Supervise interns. Plan and promote community events and sponsorships.

Oversee hospital-wide communications including brand messaging; communications to patients, families, and visitors; and internal communications. Develop and execute marketing and advertising strategy. Serve as committee representative for Cancer Committee, Emergency Management, Diversity Inclusion and Health Literacy, Signage, Operations, Orthopedic Leadership Council, GreenBERG, and Patient Safety Rounds.

### Select Accomplishments:

- Built newly established Community Relations Department from scratch. Grew department to hold 120 consistent events per year within first two years of launch.
- Enabled launch of multi-year skin cancer prevention program in Town of Huntington that led to installment of 16 sunscreen dispensers across town and screening of over 110 people in 2019. Secured partnership with town board and secured for entire program from Huntington Hospital Northwell Health.
- Established additional means for organization to expand access to care by creating Community Outreach and Health Education Council (COHEC).
- Selected to co-lead implementation of organization's refreshed mission, vision, and values with introduction of employee value proposition.

### OFFICE ASSISTANT, OFFICE OF REGULATORY AND EXTERNAL AFFAIRS

Donald and Barbara Zucker School of Medicine at Hofstra/Northwell 2013 – 2015 Co-managed with school attorney full accreditation process by national organization Liaison Committee for Medical Education (LCME). Assisted daily operations of in-house legal counsel. Assisted development of school's annual bulletin, faculty and student handbooks, and website.

### OFFICE ASSISTANT, OFFICE OF THE DEAN

Donald and Barbara Zucker School of Medicine at Hofstra/Northwell 2011 – 2013 Conducted administrative activities to support office operations including responding to public inquiries, tracking expenses, and ordering supplies. Managed schedules of four senior deans.

## SELECT HONORS & AFFILIATIONS

30 UNDER 30 AWARD – Long Island Business News	2020	
<b>CELEBRATE LONG ISLAND'S YOUNG PROFESSIONALS</b> – Huntington Township Chamber of Commerce	ce 2016	
MEMBER – American College of Healthcare Executives	2018 – Present	
CHAIR – Huntington Township Chamber of Commerce's Young Professionals Committee	2019 - 2022	
DEAN'S GRADUATE STUDENT ADVISORY COUNCIL – Stony Brook University College of Business	2017 – 2019	
ADDITIONAL MEMBERSHIPS – Huntington Chamber of Commerce; Long Island Board of Realtors; NYSAR; NAR		

## EDUCATION

MASTER OF BUSINESS ADMINISTRATION – Stony Brook University	Stony Brook, NY
BACHELOR OF ARTS IN PSYCHOLOGY, BUSINESS MINOR – Hofstra University	Hempstead, NY