

HEALTHCARE DOCUMENTATION SERVICES DELIVERY MANAGER

Professional Summary

A dependable and motivated professional experienced in managing multiple projects in a fast paced deadline driven environment. Posses strong organizational and communication skills. Strong technical proficiency that includes: working knowledge of Microsoft Office Word, Excel, Access and Outlook with the ability to quickly learn new technology and software applications. Works well independently with the ability to prioritize and multi-task efficiently with minimal supervision

Skill Highlights

- New employee orientations
- Staff training and development
- Microsoft Office Suite expert
- Maintains confidentiality
- HR policies and procedures expertise
- People-oriented
- Organized
- Exceptional communicator
- Schedule management
- Problem resolution
- Deadline-oriented
- Report analysis
- Results-oriented
- Self-directed
- Time management
- Professional and mature
- Dedicated team player
- Strong interpersonal skills

Education and Training

Rowland High School

City , State High School Diploma

East San Gabriel Valley Occupational Program

City , State Microsoft Office Specialist Course

Skills

Human Resources, Scheduling and Payroll

Interviews, New Hire Training and Orientation

Microsoft Word, Excel, Access, PowerPoint and Outlook

Electronic Time Card and Scheduling Applications

Multitasking in a fast paced environment

Extremely Organized, Communication Proficiency

Team Oriented with the ability to build strong relationships with Individuals at various levels

Dead-line results driven, Time Management

Works well with little or no supervision

Professional Experience

January 2009 to January 2014

Company Name City , State Healthcare Documentation Services Delivery Manager

- Directly responsible for customer satisfaction in clinical document turnaround time and quality
- Directly aided in eliminating document turnaround time and quality penalties by driving the consistent achievement of 97% document turnaround time and 95% document quality
- As required received many high scoring customer surveys and resigned contacts
- Prepared and presented client account performance reports and executive level scorecards
- Trained medical records staff and providers on transcription applications, document search engines and dictation machines both on site and remotely
- Initiated new transcriptionists paperwork, scheduled training and provided daily support to new hires
- Ensured training course material were up to date and managed training room bookings
- Ordered training supplies and equipment
- Created and maintained weekly work schedules for transcription staff
- Completed electronic time cards and payroll as well as trained each employee to use the program
- Under my leadership overtime costs were reduced 25% by improving production performance
- Instituted and hosted monthly team quality webinars to provide guidance, expectations and training
- Partnered closely with Human Resources, Account Management, Inside Sales, Project Management and Customer Service teams to ensure customer satisfaction, retention and growth

January 2005 to January 2009

Company Name City , State Customer Care Manager

- Customer facing, first point of contact for all day to day issues, projects or concerns. Worked directly with HIM Directors, Physicians and COO for assigned healthcare facilities
- Conducted customer touch base calls to review account performance, goals reached and expected metrics.
- Developed and presented monthly reporting statistics for each customer
- Set up conference calls and webinars and scheduled customer training for new applications
- Was directly involved in all new go lives and implementations including travel as needed for medical records staff and provider training
- Acting as the customers advocate proactively fielded complaints to resolve quickly, always following up with the customer to ensure satisfaction
- Oversaw contract deadlines and renewals working closely with the company legal team. Had success in having over 98% of my customers resign new 1-4 year contracts
- Worked directly with sales team to introduce new products to existing customers. Had success in selling new templates, technologies and work types to many facilities

January 1995 to January 2005

Company Name City , State Work Flow Coordinator

- Oversaw transcription workflow process of three office locations in Southern California.
- Maintained all dictated reports to ensure compliance with service level agreements.
- Hired, supervised and trained a large staff of Work Flow personnel.
- Had success in crew retention and loyalty.
- Oversaw the completion of bi-weekly time cards.
- My team reduced overtime costs by improving d performance and accuracy.
- Created and maintained all departments' employee scheduling, yearly reviews and performance management.
- Directed all incoming work flow department client calls to the appropriate recipient.
- Our departments received over 500 inbound calls per day.
- We had very few delays in processing such a large volume of calls and had many satisfied customer surveys for our department.
- Constructed daily excel reporting, weekly and monthly turnaround times analysis and back log spread sheets.
- Worked closely with Quality Assurance, Account Management and Technical Support to ensure customer satisfaction and delivery.