

[CANDIDATE NAME]

[City, State ZIP]

[Phone] - [Email]

PROFESSIONAL SUMMARY

Advanced Operations Manager offering over 30 years of experience and proven success in sales and production, quality assurance and leadership. Highly skilled in streamlining operations and improving throughput through continuous process improvement and cross-functional collaboration. Accomplished in building high-performing teams and inspiring staff to achieve personal and professional goals.

SKILLS

Risk analysis and management Project development and life cycle

Management information systems Team Leadership

Budgeting and forecasting

WORK HISTORY

[YEAR] to [YEAR] **Client Experience Coordinator**

[Property Restoration Firm] [City, State]

- Managed files from intake to final payment, ensuring accuracy, completeness, and compliance with client, carrier, and TPA requirements.
- Coordinated submission of estimates, supplements, invoices, and supporting documentation to prevent delays and optimize cash flow.
- Monitored aging reports and supported collections efforts, maintaining strong DSO performance and timely payment resolution.
- Served as primary point of contact for clients, adjusters, and partners, delivering consistent, professional communication throughout the lifecycle of each file.
- Reviewed and verified documentation to ensure adherence to regulatory standards and internal processes.
- Utilized multiple platforms including Xactimate, DASH, TPA portals, and payment systems to manage workflow and billing operations.
- Identified and escalated issues impacting payment timelines, ensuring proactive resolution and client satisfaction.
- Maintained organized, up-to-date records while managing high-volume workload with strong attention to detail and accountability.

[YEAR] to [YEAR] **Operations Manager**

[Rehabilitation Practice] [City, State]

- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Supervise preparation of reports and applications required by state health department.
- Established and administered annual budget with controls to prevent overages, minimize burn rate and support sustainability objectives.
- Successfully oversaw semi annual review by state health care administrators.

- Review and analyze changes to state and federal laws pertaining to prescribing and practice guidelines.
- Responsible for Insurance pre authorizations and billing.
- Patient advocate in person, and by phone or mail, with hospitals, physicians and insurance companies.

[YEAR] to [YEAR] **Medical Assistant**

[Medical Practice] [City, State]

- Directed patients to exam rooms, fielded questions and prepared for physician examinations.
- Assisted with routine checks and diagnostic testing by collecting and processing specimens.
- Accountable for the medical billing of the practice.
- Initiated a marketing plan to recruit patients.

[YEAR] to [YEAR] **Branch Operations Manager**

[Mortgage Consulting Firm] [City, State]

- Trained employees on proper procedures and strategies to improve productivity.
- Worked with title department to assist with communication and organization to help them with closings more efficiently.
- Develop and administer various parts of organization: lead generation, marketing strategies.
- Processed loans
- Manage the recruitment process by maintaining job postings, sourcing applicants, screening applicants, interviewing applicants, checking references, conducting orientation and training.

EDUCATION

Urban Studies

[University Name] - [City, State]