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504 Windsor Creek Parkway Apt A, Goldsboro, NC 27534

#### **PROFESSIONAL SUMMARY**

Efficient college graduate with a Master of Business

Administration (M.B.A.) with 10+ years of work experience. Aiming to leverage academic experience and a proven knowledge of ambulatory care to

successfully fill the Healthcare Administration role at your company. Frequently praised as diligent by my peers, I can be relied upon to help your company achieve its goals

#### **SKILLS**

Employee performance	Workflow efficiency	Policy implementation
Resource utilization	Schedule coordination	• Continuous improvement
Regulatory compliance	Staff scheduling	• Personnel recruitment
Task prioritization	Written communication	Microsoft Word
Google Drive	Time management	Customer relations

## **EXPERIENCE**

### Practice Manager II

UNC Physicians Network - Pikeville/Rosewood, NC | November 2020 - Current

- Managed employee workflow and performance, including task delegation and training.
- Mitigated risk by monitoring and enforcing compliance with OSHA and HIPAA requirements.
- Enhanced operations through careful review and improvement of practice policies and operating procedures.
- Managed daily operations at physician offices and clinic sites and coordinated work activities.
- Directed and conducted recruitment, hiring, and training of personnel.
- Achieved program goals by effectively motivating and supervising medical, technical and clerical staff.
- · Coordinated effective interdepartmental collaboration through open communication between medical staff.

#### **Practice Manager I**

UNC Physicians Network – Pikeville, NC | November 2019 - December 2020

- Ensure office is adequately staffed for optimal performance Interview, hire, and train staff in accordance with HR guidelines
- Regularly review productivity and make staffing adjustments as needed
- Monitor and approve timecards and track licensure

- requirements for staff
- Conduct regular staff meetings and annual performance evaluations for regional administrative team
- Review monthly accounts receivable and plan annual budget for practices

### **Assistant Business Office Manager**

Signature Healthcare – Kinston, NC | April 2018 - August 2019

- Direct or coordinate the supportive services department of a business, agency, or organization.
- Managing Medicaid and Medicare accounts
- Manage accounts payable and accounts receivable
- Manage resident funds and accounts

#### **Healthcare Specialist/Combat Medic**

US Army - Ft Drum, NY | August 2010 - May 2015

- Oversee training and deployment readiness of hundreds of soldiers
- Maintain equipment and coordinate between companies for replenishment and field readiness
- Conduct training for new incoming medical personnel to assure the highest level of readiness for missions
- Oversee daily physical and mental well being of all soldiers and leadership

#### Parts Associate/Driver

LKQ Corporation – La Grange, NC | July 2015 - April 2018

- Deliver parts in a timely and safe manner
- Negotiate prices with customers and maintain a good general rapport
- Maintain equipment and coordinate with department heads to fix mechanical issues

## **EDUCATION**

#### Master of Business Administration (M.B.A

UNIVERSITY OF MOUNT OLIVE | Mt Olive, NC | May 2019

## **Bachelor of Science (B.S)**

UNIVERSITY OF MOUNT OLIVE | Mt Olive, NC | December 2018

# **REFERENCES**

References available upon request, REFERENCES