**Farshad Philip Madani** MSc.  
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**Office Manager – Healthcare Expertise**

$150K Cost Savings | 100% Compliance | 25% Turnover Reduction

**Work Experience**

**Office Manager**

Silver Spring Dental Office 11/2021 - 11/2022

* Spearheaded daily operational workflows, achieving a 98% on-time scheduling rate and enhancing staff productivity by 25%.
* Administered precise billing and insurance verifications, sustaining a 99.9% accuracy rate, and mitigating financial risks.
* Pioneered process improvements that reduced patient wait times by 15% and elevated patient satisfaction scores by 20%.
* Exemplified top-tier customer service by resolving 95% of patient inquiries within the first 24 hours, earning a 4.9/5 customer satisfaction rating.
* Partnered with a team of dental professionals to deliver comprehensive patient care, contributing to a 30% increase in patient retention.
* Orchestrated cost-effective inventory management, achieving a 10% reduction in supply expenses while maintaining optimal stock levels.

**Assistant Office Manager**

Inova Physical Therapy and Orthopedic 03/2020 - 11/2021

* Proficiently operated Epic system and Massimo, maintaining a 98% accuracy rate.
* Elevated organization reputation with a 15% improvement in patient satisfaction ratings for physical therapy and orthopedic patients.
* Coordinated comprehensive care for 200+ patients monthly, working closely with sports doctors, therapists, and insurance companies.
* Expedited appointment scheduling by 25% through efficient phone call management.
* Generated and presented reports, enhancing patient experiences and operational efficiency.
* Demonstrated versatility by working across multiple hospital settings during the COVID-19 deployment.

**Business Operation Coordinator**

Ritz Carlton Tysons Corner Hotel 05/2019 – 03/2020

* Efficiently managed SpaSoft application and Opera systems, ensuring seamless service operations.
* Boosted bookings and revenue by 10% through effective scheduling and coordination with local organizations.
* Consistently delivered excellent customer service, earning hotel-wide 5-Star Employee recognition.
* Completed OSHA Standards Training to assess risk management effectively.

**Administrative Assistant**

PT Solutions Physical Therapy 10/2018 - 05/2019

* Designed, analyzed, and implemented health fitness-based exercises, resulting in a 15% enhancement of patients' overall health and well-being.
* Managed patient scheduling, optimizing care delivery for 100+ patients.
* Provided top-notch customer service through collaborative efforts by 15% with patient coordinators.
* Accurately documented patient information by 98% using electronic health records.
* Contributed to patient treatment plans through research programs on home exercises.

**Skills**

**Management** Agile, Scrum, Lean, Six Sigma

**Compliance** HIPAA, OSHA

**Medical Billing** Kareo, AdvancedMD, MedicsPremier

**Budget Management** QuickBooks, Excel

**EMR/EHR** Epic, Cerner, Meditech

**Microsoft Office** Word, Excel, PowerPoint, Outlook, Teams, Planner

**Quality Assurance** SpiraTest, Zephyr, TestRail, Minitab

**Education**

**Master of Science (M.S.) in Healthcare Management**, Johns Hopkins University – Baltimore, MD 12/2022

**Bachelor of Science (BS) in Health Administration and Policy,** George Mason University – Fairfax, VA 04/ 2019

**Certifications**

**Cardiopulmonary Resuscitation (CPR)**

**Automated External Defibrillator (AED)**

**First-Aid**   
**Basic Life Support (BLS)**

**Healthcare Quality and Safety Certificate (HQS)**