

# Willie H. Ballard

Metro Atlanta Area • (404) 583- 7145 • wballard1911@gmail.com

---

## Certified Medical Practice Administrator

*10+ years of success promoting high quality patient care that aligns clinical operations, financial objectives, and deliver rapid results.*

---

### **PATIENT CARE ADVOCATE | ACCOUNTING | HUMAN RESOURCES COORDINATOR**

---

Highly efficient Medical Practice Administrator who combines experience in managing medical office operations, staff development, patient care and other healthcare operations functions. Expert in Pediatrics and Ob/Gyn, utilize broad scope of industry knowledge toward directing a growing medical office, including recruiting, training, mentoring, and managing a top-performing healthcare support staff; handling all finances and account management; building strong relations with associates, banking, and accounting partners; and establishing practices and processes to meet goals. Earned distinguished reputation among peers for analytical problem-solving and critical thinking aptitudes to keenly analyze situations, formulate strategies, and resolve complex situations.

- |                               |                      |                          |
|-------------------------------|----------------------|--------------------------|
| ➤ QuickBooks Pro              | ➤ Leadership         | ➤ Human Resources        |
| ➤ Healthcare Revenue Cycle    | ➤ Strategic Thinking | ➤ Accounting             |
| ➤ Medical Billing, CPT Coding | ➤ Budget Control     | ➤ Microsoft Office Suite |
| ➤ Cost Analysis               | ➤ HIPPA Requirements | ➤ Problem-solving Skills |
- 

### **PROFESSIONAL EXPERIENCE**

---

#### **Promised Land Women's Center — Atlanta, GA**

***Practice Manager***, 09/2019 – 09/2020

Serve as member of Senior Leadership, coaching and training team in all areas of healthcare operations. Oversee and elevate Personnel Management System which includes employee manuals, policies, performance evaluations and personnel records. Administer practice financial review streams and develop cohesive relationship with staff, management and business partners.

- ❖ Reputation for resolving administrative conflicts and superior communication skills with staff ensuring high employee morale and professional environment.

#### **Children's Wellness Center, LLC — Atlanta, GA**

***Practice Administrator***, 02/2007 – 5/2019

Managed daily operations for pediatrics practice with gross annual revenues exceeding \$4 million. Established practice standards, operations goals, productivity improvement and cost reduction programs that consistently improved quality and patient satisfaction. Served as Human Resources Coordinator, overseeing on-boarding process for new hires including; posting job ads, interviewing, background/drug screening, offer letters, benefits and new hire documents. Coordinated disciplinary actions, performance enhancement plans, probations and terminations of clinical and administrative staff.

- ❖ Successfully developed spreadsheet to analyze CPT charges vs. insurance fee schedules; annually adjusted CPT charges to maximize revenue.

- ❖ Created and implemented employee staggered scheduling procedures which resulted in reduced overtime budget.
- ❖ Award recipient by Welltower (Business Management Office) for successfully leading Children’s Wellness Center in Going Green Campaign; Leadership led to reduced waste, decrease in utilities costs, and earned eco-friendly rebate.
- ❖ Recognized by The Children’s Healthcare Network (TCHN) for outstanding leadership and professionalism.
- ❖ Reduced costs by 10% by analyzing merchant rates and quotes and switch services for better rates, annually.
- ❖ Successfully credentialed approximately 10 physicians with hospitals and insurance plans.

**OB/GYN Women’s Specialists of Georgia, P.C. — Decatur, GA****Administrator (Contractor), 3/2007 – 10/2009**

Established infrastructure for OBGYN medical practice, monitored business operations to ensure the practice was profitable and generated enough cash flow to meet needs of the practice. Coached and trained staff on how to properly check patients in and out while upholding high quality service standards. Managed all accounting and finance operations for the practice including accounts payables, receivables, financial statements, assessments, and analysis. Trained staff on properly acknowledging patients; making eye contact, providing them with warm welcome and inviting them to visit again.

- ❖ Implemented new policies and procedures to generate additional revenue.
- ❖ Instrumental in increasing practice revenue by 12%.
- ❖ Successfully trained employees on software changes and upgrades and recruited new employees.

---

**ADDITIONAL EXPERIENCE**

---

- ❖ Progressive Women’s Healthcare, P.C., Office Manager/Administrator, 7/2001-1/2006
- ❖ A Family Care Center, Inc., Office Manager, 8/1995- 7/1998

---

**EDUCATION & CERTIFICATIONS**

---

**ALBANY STATE UNIVERSITY — Albany, GA**

Bachelor of Science: Accounting

**SOUTH GEORGIA TECHNICAL INSTITUTE — Americus, GA**

Associate of Science: Accounting

**Certifications****Certified Medical Practice Administrator ~ Certified Project Management Essentials ~ Basic Life Support – American Heart Association**

---

**PROFESSIONAL ORGANIZATIONS & COMMUNITY ENGAGEMENT**

---

- Georgia Chapter of AAP – Georgia Pediatric Practice Managers Association
- Kappa Alpha Psi Fraternity, Inc. – Life Member
- Albany State University Alumni – Life Member