

ERIN MCGILLIAN

DIRECTOR OF OPERATIONS, HR, & TRAINING

RESUME SUMMARY

Top performing executive with 15+ years of experience planning, directing, and implementing business growth and human resource strategies. Increased productivity by 32% and reduced marketing and recruitment costs by 25%. Lean Six Sigma and Agile/Scrum Certified, strong written and verbal communication skills, and passionate about team building in the workplace.

CORE COMPETENCIES

Business Development | Customer Service | Analytics | Organization | Product Knowledge | Team Management | Event Planning

PROFESSIONAL EXPERIENCE

Feb 2017–Mar 2022 | Nevada Air National Guard, Reno, NV


Executive Administration & Training Manager

- Manage full-scale operations, including strategy development and execution, and led training for 175+ personnel
- Project Management Lead for creation of LMS (Learning Management System), Instructional Design presentations, and all employee clinical/HIPAA instruction
- Oversaw creation and implementation of member update application. Led development of records management tactics and grew a team of 20+ instruction and evaluation staff
- Strategize with senior management, setting department-wide goals based on previous-year's mission and desired projected growth


Nov 2019–Dec 2021 | Kid Dental LLC., Carson City, NV

Director of Operations & Human Resources

- Managed a portfolio of 220+ long-term clients. Met weekly with staff to analyze sales needs/ identify new growth opportunities
- Experience with configuration of Compensation, Benefits, Payroll, and Quality Management – QuickBooks, Workday, & Paylocity HRIS.
- Managed billing procedures, EHR, and ATS systems for multisite use
- Oversees all training, safety, and performance management of staff
- Spearheaded and developed 4 quarterly sales mail campaigns in accordance with annual sales targets and budgets, resulting in 150 new company clients and total additional annual revenue of \$240K
- Planned and implemented multiple events for pediatric dental awareness/ support
- Provided training and direction to 30 clinical staff members. Provided constructive feedback when necessary

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EDUCATION

Master of Business Administration

University Nevada, Reno
In Progress (June 2023)

Bachelor in Business Management

Wilmington University
January 2017

Associate of Science

Community College of the Air Force
May 2016

SKILLS

Business strategy & research

Financial forecasting

Customer & client management

Human Resources

Growth planning

Microsoft Office & Google suite

Conflict management & resolution

Contract negotiation

- Consistently given over 95% approval rate with clients and colleagues

Sep 2017–Oct 2019 | Sierra Ketamine Clinics LLC., Reno, NV

Director of Operations & Human Resources

- Strategize, implement, and managed policies/ procedures for behavioral health clinic management and operations in accordance with local state and federal guidelines
- Planned and implemented multiple fundraiser events for behavioral health awareness within the community
- Developed new clientele through marketing campaigns with annual sales targets/ budgets, resulting in 22 partnerships with physician practices and additional annual revenue of \$880K
- Fiscal Management of all personnel and clinic needs -revised supply budget resulting in annual savings of over \$190K
- HR Lead – Maintained payroll, benefits, compensation, and training for all employees via HRIS and QuickBooks
- Managed Electronic Health Records (EHR), Quality Management, Billing procedures, and personnel human resource systems (Asana, Paylocity, etc.)

Jan 2011–Jan 2017 | Butter & Blooms ~ Bakery & Events, PA

Owner/ Operator

- Managed day-to-day operations of bakery/ event planning business, including client relations, production, and vendor management.
- Created detailed timelines for each event and vendor involved
- Developed marketing materials (brochures, menus, social media, etc)
- Coordinated meetings between clients/ vendors, discussing event details
- Fostered local venues and staff relationships within the community
- Managed/ trained staff for the highest level of customer service, quality control, and efficiency in all aspects of bakery operations
- Developed seasonal menu items and recipes
- Daily production schedules, inventory management, marketing strategies, and financial planning

Apr 2006–Jan 2017 | United States Air Force, New Castle, DE

Aeromedical Evacuation Technician Instructor/ Evaluator

- Base-level Non-commissioned Officer of the Year Award winner
- Developed and led full-scale presentations of Emergency Medical courses (EMT-B, BLS, ACLS, TCCC) for 105+ personnel
- Head of Review and Certification Board – Conduct periodic flight standardization/ evaluation assessments of 60 personnel
- Strategize with senior management, setting section budget goals based on previous-year's mission rate, crew, and aircraft capabilities
- Manage travel expense budgets for 100+ assigned personnel
- Spearhead teams of 7 on life-saving aeromedical evacuation missions, resulting in a patient success rate of 91%
- Provided direct patient care to wounded personnel