

# RESUMEDS

🏠 8888 ALVARADO STREET, LOS ANGELES, CALIFORNIA 90026  
☎ 234.567.8888 ✉ CONTACT@RESUMEDS.COM

## DIRECTOR OF RADIOLOGY

*Dynamic and seasoned professional with extensive hands-on experience in patient-centric radiology operations.*

- Recognized for unparalleled work ethic and exemplary dedication to provide impeccable service to all physicians and patients
- Known for comprehensive knowledge of hospital operations, armed with analytical problem-solving and critical thinking aptitudes to formulate innovative strategies and workable action plans along with resolving complex situations and improving operational efficiency
- Adept at managing group dynamics, as well as in building, motivating, performing with, and leading high-caliber teams of professionals

## AREAS OF EXPERTISE

*Operations and Project Management | Personnel Management and Development  
Process Improvement Strategies | Client Relations and Customer Service | Regulatory Compliance  
Policy Establishment and Procedural Development | Cross-functional Team Leadership and Development*

## PROFESSIONAL EXPERIENCE

### ResuMeds ▪ Los Angeles, CA

#### **Diagnostic Imaging and Cardiopulmonary Director**

2012–2014

Participated in various committee and department meetings to discuss, develop, and manage budgets; design and implement new service lines and expand services; and identify new service line opportunities. Provided guidance and direction to the recruitment, hiring, and training of new personnel to ensure consistent delivery of service excellence, exemplary patient care, and stellar patient satisfaction. Supervised staffing requirements and engagements, as well as physician relations, equipment selection and acquisition, marketing, and construction project design and management.

#### **KEY HIGHLIGHTS:**

- Collaborated with IS, Health Information Management, Respiratory Services, Radiology, and Laboratory to provide services outside of a hospital environment, which brought forth new revenue streams and business partnerships supporting overall facility financial enhancement
- Actively engaged in numerous projects and initiatives, including iSite PACS implementation; SpeechQ; MRI Department redesign including purchase of new state-of-the-art equipment and ambient lighting; and customized iPad for music selection
- Participated in the redesign of the hospital strategic goals, and incorporated new policies, standards, and practices which removed previous pay practices that accounted for pay inequality among employees
- Made impactful contributions to improve market share in MRI, ultrasound, and nuclear medicine:
  - 13% volume and \$500K revenue increase for MRI
  - 8% volume and \$130K revenue increase for ultrasound
  - 3% volume and \$80K revenue increase for nuclear medicine

### ResuMeds ▪ Los Angeles, CA

#### **Diagnostic Imaging Director**

2011–2012

Partook in numerous departmental and committee meetings to discuss new service lines and service expansion. Rendered expert oversight to recruitment and training of employees to ensure that they were well-equipped to provide outstanding service. Directed management of construction projects, marketing operations, staff selection, physician relation, equipment procurement, and employee engagement.

#### **KEY HIGHLIGHTS:**

- Revised job descriptions to include patient satisfaction measurement guidelines for all employees
- Facilitated trainings to the Leadership Team in developing accountability standards for employees and leadership
- Created, designed and distributed an ordering guideline handbook to assist and educate physicians in the ordering of radiology exams
- Restructured the Radiology and Admission Teams from self-focused teams to patient-centric teams

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<b>Director of Southern Oregon Open MRI</b>	2008–2011
<b>Director of Providence Central Point Out-Patient Imaging Center</b>	2008–2011
<b>Director of Radiation Oncology and Cancer Services</b>	2008–2011
<b>Director of Diagnostic Imaging</b>	2005–2011
<b>Manager of Diagnostic Imaging</b>	2003–2005

Built an Imaging Team with an overall vision to provide exemplary support across all areas of the hospital for the development of a continuous care environment. Oversaw staffing requirements to ascertain adequate staffing levels to manage projected volumes. Reviewed skills and qualifications of each personnel to construct a team of owners instead of renters. Motivated each team member to take ownership of issues. Keenly oversaw daily operations to ensure compliance with Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and Occupational Safety and Health Administration (OSHA) regulations.

### **KEY HIGHLIGHTS:**

- Devoted efforts to enhance patient satisfaction scores in Diagnostic Imaging, thus achieving scores in the 95 percentile;
- Played a contributing role in the development of the Cancer Survivorship and Oncology Rehabilitation programs; designed and implemented Outpatient Imaging center and joint venture MRI with radiologist group
- Appointed to lead a committee which interfaced with Nursing and Emergency departments to restructure operations and improve scores, which brought forth scores as high as 90 percentile
- Implemented an innovative budgeting process with all members of the Leadership Team, which allowed realistic budgets for volume, expenses, and revenues and can be measured against projected values
- Formulated and executed employee engagement and accountability standards which was utilized across the facility

### **Earlier Position Held:**

**X-Ray | CT Lead**

## EDUCATION

**Master in Business Administration, 2009**  
**Bachelor of Science in Medical Imaging, 1996**

MARYLHURST UNIVERSITY ▪ MARYLHURST, OR  
OREGON INSTITUTE OF TECHNOLOGY ▪ KLAMATH FALLS, OR

## TRAINING

Quint Studer: 5 Pillars of Excellence | Hard Wiring Excellence

## PROFESSIONAL AFFILIATIONS

### Committee Memberships:

Diagnostic Imaging Governance Committee | Clinical Practice Committee | Local IT Council  
Expense Reduction Committee | Quality Improvement Council

### Memberships:

American Registry of Radiological Technologist | Oregon Board of Medical Imaging  
American Association of Healthcare Administration Management | Idaho Society of Radiological Technologists  
American Softball Association

## TECHNICAL ACUMEN

Meditech | SpeechQ | iSite/Intellispace PACS