

# RITCHIE

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## Healthcare Administrator

- Goal-driven, compassionate, and accountable professional with over 15 years of related, hands-on experience in fast-paced residential and hospital settings.
- Adaptable administrator accustomed to the integration of new health care delivery systems, restructuring of work, and an increasingly complex regulatory environment.
- Proven track record of successfully managing personnel, finances, facility operations, and admissions while concurrently providing excellent residential care.
- Ability to use strong communication, organization, and problem solving skills and to liaise with various departments, institutions, and the public to raise awareness and bring support to facilities.

### Areas of Expertise Include:

- Staff Training & Development
- Team Coordination & Leadership
- Staff Evaluation
- Public & Community Relations
- Project Development & Management
- Decision Making & Problem Solving
- Patient & Family Support
- Disease Prevention

## EDUCATION

### Master of Science in Healthcare Systems Administration – 20xx

Rochester Institute of Technology, Rochester NY

### Bachelor of Science in Human Resources – 20xx

State University of New York at Brockport, Brockport NY – Dean's List

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## PROFESSIONAL EXPERIENCE

### ABC Residential, Rochester NY Residential Services Director

January 20xx – Present

Direct all administrative and personnel matters in a facility providing 24/7 care for elderly clients. Design, implement, and maintain a variety of systems and guidelines to ensure and monitor compliance to all program regulations. Recommend staffing needs, ensuring clients' ongoing service needs are met. Address and resolve client and family complaints. Develop and introduce new processes to ensure the safety of the clients and the timely delivery of needed services. Maintain a highly productive, efficient, and quality-driven environment at all times, with a focus on client care and emotional support.

- Developed a successful advertising campaign designed to recruit new healthcare providers after ABC Residential underwent a major transformation and expansion; oversaw all details concerning company's expansion.
- Represent the Division Director at a variety of state meetings and conferences discussing agency activities and plans to maintain awareness of trends within the field.

**General Hospital, Rochester NY  
Central Administrator of Oncology**

**June 19xx – December 20xx**

Coordinated all administrative details of Oncology healthcare. Supervised and evaluated performance of ward secretaries, nurses and all other personnel. Assisted with the development of practice objectives to ensure financial profitability through short and long range planning to achieve and maintain growth. Collaborated with administrators of other departments to share best practices and address common problems and complaints.

- Evaluated practice strategies and plans to meet changing national, state, and local needs.
- Developed and implemented strategic goals related to management of the department; provided managerial support in the development of academic, outreach and research programs.
- Oversaw financial management of all sources of funding, including oversight of billing.

**University Hospital, Syracuse NY  
Human Resources Specialist**

**September 19xx – May 19xx**

Successfully oversaw all human resource functions at this large urban hospital. Conducted and supervised all new hire and exit interviews for hospital personnel. Accurately answered employee questions concerning benefits, bonuses, holiday pay, and leave. Conducted interdepartmental meetings ensuring a smooth functioning work environment with few discrepancies.

- Created and integrated a new employee handbook to replace the outdated guide.
- Implemented a new bonus program based on overall work performance to boost staff morale and foster a goal-driven team.

**PROFESSIONAL DEVELOPMENT**

Managing Conflict in the Workplace, 20xx  
Utilizing & Implementing Proactive Measures, 20xx  
Understanding the Needs of the Terminally Ill, 20xx

**PROFESSIONAL AFFILIATIONS**

American Association of Healthcare Administrative Management, 20xx – Present  
American Health Information Management Association, 20xx – Present  
Rochester Women’s Network, 19xx – Present

**COMMUNITY INVOLVEMENT**

United Way of Rochester, Board of Directors, 20xx – Present  
Big Brothers, Big Sisters, Rochester NY, Volunteer, Treasurer, 19xx - Present