



Chicago, IL



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email@example.com



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KEY SKILLS

- Patient Flow
- EHR Implementation
- Regulatory Compliance
- Staff Training
- Quality Improvement

Jordan Long

Healthcare Operations Manager

Healthcare operations manager with 10 years in hospital administration. Skilled in patient-flow optimization, regulatory compliance, and EHR implementation. Increased bed turnover by 15% and improved patient satisfaction scores by 12%.

PROFESSIONAL EXPERIENCE

HEALTHCARE OPERATIONS MANAGER

MERCY GENERAL HOSPITAL, CHICAGO, IL | MARCH 2014 – PRESENT

- Streamlined admissions/discharge processes, raising bed turnover by 15%.
- Led EHR rollout across 5 departments, increasing record accuracy by 98%.
- Achieved a 12% improvement in HCAHPS patient-satisfaction scores.

CLINICAL OPERATIONS SUPERVISOR

MERCY GENERAL HOSPITAL, CHICAGO, IL | JANUARY 2010 – FEBRUARY 2014

- Supervised nursing and support staff operations, cutting overtime by 20%.
- Developed staff-training modules on compliance, reducing audit findings by 40%.

EDUCATION

MHA

University of Michigan , Ann Arbor, MI | May 2010

B.S. in Health Administration

University of Illinois , Chicago, IL | May 2008