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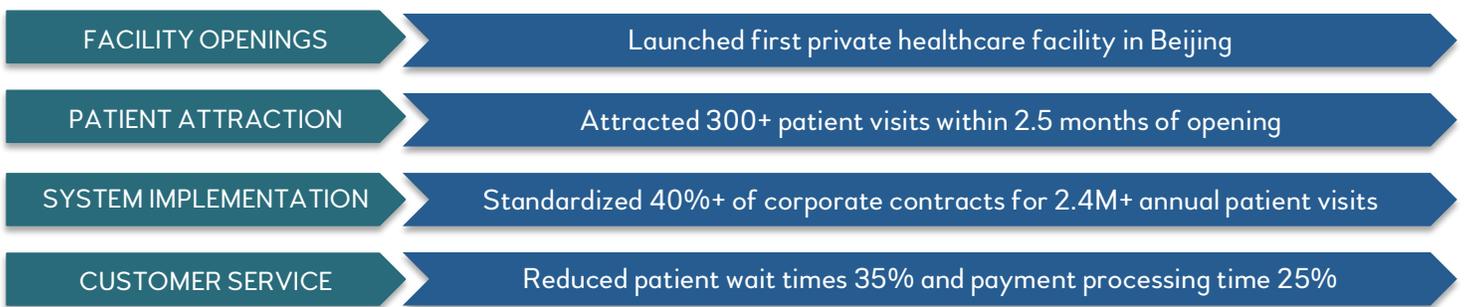


INTERNATIONAL C-LEVEL HEALTHCARE EXECUTIVE

Building Strategies that Drive Growth & Innovation in All Areas of the Business, from Refocusing Leadership Priorities to Restructuring Front-Line Processes While Taking Organizations into New Markets with Revolutionary Marketing Strategies

Proven senior healthcare executive with significant experience managing multiple aspects of healthcare facilities, including process improvements, acquisitions, facility openings, and IT infrastructures. Managerial leader who excels at driving executive-level projects, building teams, and establishing systems within complex programs.

A change maker who combines entrepreneurial spirit with industry acumen who instigates revolutionary technological advances within healthcare field to improve customer experiences and patient journeys while reducing costs and developing efficiencies. Utilize international business knowledge to understand cultural nuances and interact with various government agencies and regulatory bodies to implement significant change within organization and industry.



HEALTHCARE SERVICES CAREER SUCCESS

PROGRAM DIRECTOR, BEIJING

China Health – Xi'an, Beijing, Shenyang – 2013 to Present

A healthcare specialist since 1952, operating medical clinics throughout China. Trusted by 200K+ individuals, and >4,500 companies including major corporations in public utility and telecom industry.



Promoted by China Health's Director of International Development Markets after A-One Medical Services' acquisition to lead Chinese market entry for primary care services. Ran program to build, develop, and operate company's branded medical centers and its underlying business infrastructure. Navigated highly complex CEPA process and worked within highly regulated licensing process. Reported to the CEO of Healthcare Services.

OPENED FIRST PRIVATE FLAGSHIP MEDICAL CENTER IN BEIJING

- Attracted 300+ patient visits within 2.5 months of opening by creating a unique service offering to population.
- Opened 1500m² facility from start to finish in 1.5 years, a record time, especially for a Wholly Owned Foreign Entity (WOFE). Obtained required licenses by working closely with other team leaders to influence diplomatic channels to ensure licensing was agreed upon within due course.
- Developed unique offerings based on extensive market research within Beijing, Shanghai, Guangzhou, and Shenzhen to create a customer-centered design and patient journey specifically tailored to meet consumer demands.
- Created dedicated team to understand and drive complex licensing agreements at all government levels and actively engaged with key stakeholders to communicate company's intent and align process with China's healthcare reform.
- Employed recruitment agency to hire reputable medical director and lead nurse, which helped fill other vital staff appointments. Recruited staff ambassadors from 5-star hotels to ensure top-tier customer service.
- Researched career paths, income levels, and credentials to develop employee value propositions and aid in creating hiring strategy and incentive plans for employees.

EXECUTIVE DIRECTOR, INNOVATION

A-One Medical Services & Healthcare – Tokyo, Japan – 2007 to 2013

With roots tracing back to 1868, A-One’s operations span diagnostics, primary healthcare and day care specialties. Serves the community through a network of ~100 multi-specialty centers and over 800 affiliated clinics.

MANAGEMENT DUTIES

\$15M USD P&L Responsibility | Managed 3 Direct & 8 Indirect Reports

Promoted to work closely with key C-level leaders to develop short-, medium-, and long-term strategic plans, annual operating plans, and budgets. Established and ran the Business Intelligence Unit and the Project Management Office. Aided company in making fact-based decisions and focused growth strategies. Reported to CEO.

STRATEGICALLY IMPLEMENTED FACT-BASED DECISION MAKING THROUGHOUT LEADERSHIP

- Organized the Business Intelligence Unit (BIU) with 5 data and market analysts to provide insights into company’s financial, operations, and medical data while performing regular political, economic, social, and technological analysis.
- Worked closely with CEO and management to conduct workshops and strategic planning sessions to develop strategic business plans based on the BIU’s data findings. Set up processes to utilize medical data of company’s 3M+ patient visits.
- Spearheaded Project Management Office, partnering project managers with leadership members to plan, track, and execute strategic projects and finalize annual operating plan.
- Shifted company and leadership focus to external market movements to counter tough competition and Japan’s ever-changing political and regulatory landscape.
- Restructured management’s operational process for strategic initiatives by forming a structured approach to address projects systematically throughout the year while tracking progress to ensure impact of projects provided strong value.
- Provided strategy whitepapers on company initiatives, including investment, divestment and market entry rationales. Process resulted in the divestment of an unproductive business unit.

CHIEF INFORMATION OFFICER

Health Medical Services – New York City, NY – 2000 to 2007

One of the nation’s largest and most respected hospitals and acclaimed internationally for excellence in clinical care. Ranked among the top hospitals nationwide serving one of the most diverse populations in the world.

MANAGEMENT DUTIES

\$1.8M USD P&L Responsibility | Managed 5 Direct & 30 Indirect Reports

Hired to make company scalable by streamlining information systems and infrastructure while working in tandem with front-line and back-office business processes. Managed IT department and worked closely with CEO, COO, and Director of Finance to enable strategic operations objectives through process transformation. Reported to CEO.

TRANSFORMED OUTDATED, UNRELIABLE IT SERVER INFRASTRUCTURE & INCREASED PROCESS TIMES

- Reduced IT operating costs 25% while reducing software license and maintenance costs 23% by making strategic investments in IT infrastructure and systems.
- Positioned company to become the first medical group to successfully migrate systems to private cloud computing by moving 100+ outdated servers to a single private cloud environment across multiple redundant data centers.
- Increased process times 50% across 600 clinics throughout Hong Kong by creating more reliable and robust delivery system to doctors and front line staff.

UPDATED FRONT-LINE TRANSACTION SYSTEM TO REDUCE HUMAN ERROR

- Developed in-house contract management system to eliminate need for practitioners and staff to manually read complex legal terms to calculate billing which resulted in human error and delayed billing processes.
- Structured and standardized 40%+ of corporate contracts for 2.4M+ annual patient visits while reducing patient wait times and payment processing leading to a more satisfactory patient experience.
- Updated transaction system supporting 3M patient transactions per year at 600+ clinics to reduce process duplication and create more efficient patient journeys and experiences.
- Created standardized transaction process across entire line of brands and trained end users in new system.

EDUCATION

Master of Business Administration – Harvard University

Bachelor of Business Administration – Yale University

RESUME STRATEGY EXPLANATION

James was looking for a clean, modern, and fresh version of his resume to fit his style. James is a classy guy who worked internationally and wanted to really show that in the resume design. I used subtle, yet consistent, elements throughout while also showcasing the great work he's done both locally and internationally. He didn't want anything that was too 'distracting' (charts and graphs) yet did want to showcase his P&L responsibility and the work he's done in launching new facilities and attracting patients. So, while I kept the other numbers with in the copy of the resume, I pulled out his key accomplishment for the first page and his management duties throughout the experience section.