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| Matthew R. King  Practice Manager | St. Charles, IL 60174 • (630) 803-3587  [mrking0609@yahoo.com](mailto:mrking0609@yahoo.com) |

Summary

Forward-thinking and results-focused Practice Manager with expertise in optimizing internal workflows, investigating current practices to identify opportunities for improvement, and ensuring high-quality, evidence-based practices. Dedicated to enhancing patient experiences, resolving complaints, and upholding all privacy laws. Skilled in human resources management including workforce planning, interviewing, hiring, and training new team members. Adept in evaluating performances, handling disciplinary procedures, and spearheading complex internal operations.

**Areas of Expertise**

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| * Clinical Operations * Human Resources * Practice Management * Quality Control | * Improvement Initiatives * Utilization Review * Training / Coaching * Budgeting / Cost-Saving | * Hiring / Dismissals * Records / Documentation * HIPAA / Compliance * Clear Communication |

**Professional Experience**

**TOP PAIN CENTER,** North Aurora, IL **2017 – Present**

**Clinic Supervisor**

Mitigate the spread of COVID-19 by implementing appropriate procedures; successfully maintained a 0% transmission rate and verify that sanitation guidelines are being fulfilled on a daily basis. Enhance daily workflows by driving efficiency, distributing assignments, and overseeing staff scheduling for the high-volume surgery center. Strengthen results and diversify employment opportunities by providing comprehensive training across multiple areas. Streamline employee on-boarding processes and assist new staff in the smooth integration onto the team.

* Achieved a 20% increase in patients due to exemplary clinical operations, efficiency, and organization.
* Maximize patient flows to ensure that incoming patients receive quality care.
* Serve as an influential and visionary leader with a strict focus on cost control and patient satisfaction.

**RSA MEDICAL LLC.,** Naperville, IL **2013 - 2016**

**Assistant Customer Experience Manager**

Directed onboarding activities including contracts and benefits enrollment while providing information on best practices, expectations, and objectives. Enhanced patient experiences by centralizing focus on quality control, evidence-based care, and thorough intake and medical history review. Built a positive rapport with patients and addressed concerns promptly.

* Facilitated open communication with staff about goals; supervised daily practices for more than 30 employees.
* Evaluated progress toward objectives for the call center and identified improvement opportunities to boost results.
* Consistently exceeded expectations and earned recognition from executive teams for ongoing success, results, and contributions to company growth; performed self-assessments to proactively advance diverse skill sets.

**PHILMONT SCOUT RANCH-BOY SCOUTS OF AMERICA,** Cimarron, NM **2012 - 2015**

**Search and Rescue – EMS Coordinator**

Efficiently routed a continuous pipeline of incoming emergency and non-emergency calls while quickly determining the necessary response and levels of severity. Managed multiple fire and EMS units, in addition to directing a 24-hour search and rescue team. Identified areas in need of enhancement by reviewing measurable, real-time data and response times.

* Garnered total compliance by creating, launching, and upholding policies and procedures that aligned with federal regulations; nurtured an updated knowledge in all state, federal, and organizational protocols.
* Facilitated smooth workflows for a unit with 50 beds; offered full administrative and management services.
* Maintained pristine documentation and protected patient privacy by handling sensitive information with discretion.

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**MediCall PHYSICIANS GROUP,** Schaumburg, IL **2008 - 2011**

**Human Resources Manager**

Maximized employee engagement and satisfaction by delivering objectives, offering several educational and training opportunities, and individualizing coaching sessions to position teams for success. Conceptualized, developed, and introduced recruiting processes to add to the talent on multiple teams and achieve desired outcomes. Headed all strategic planning, performance reviews, succession planning, and hiring duties as a trusted source of HR leadership.

* Maintained open communication with senior executives to verify that hiring needs were being met.
* Gained insight from outgoing employees by conducting exit interviews and requesting feedback.
* Aligned team practices to come into compliance by supervising disciplinary measures and corrective action.
* Enhanced employee experiences by offering competitive pay scales and benefits based on market trends.

**Additional Experience**

Paramedic, FirstCare Health Services, Aurora, IL (4 years)

**Education**

**Bachelor of Science, Healthcare Administration & Leadership**

National Louis University, Chicago, IL

**Associate’s Degree, Applied Science and Emergency Management**

College of DuPage, Glen Ellyn, IL