



# Melissa Jennings

Health Care Manager

City, ST  
email@example.com  
(123) 456-7890

## Health care manager with expertise in patient care and operational efficiency

Experienced health care leader with 11+ years of experience in medical facility operations, patient care programs, and compliance. Adept at improving efficiency and enhancing health care services.

## PROFESSIONAL EXPERIENCE

### Healthcare Manager

Sunrise Medical Center | Nashville, TN | April 2018 - Present

- Increased patient satisfaction scores by 30% by implementing new care protocols
- Reduced operational costs by 18% through better resource allocation and process improvements
- Managed compliance with health care regulations, achieving a 100% audit success rate

### Clinical Operations Supervisor

Hopewell Health System | Nashville, TN | July 2013 - April 2018

- Supervised a team of 40+ health care professionals, enhancing efficiency and service quality
- Led implementation of electronic health records (EHR), reducing paperwork by 35%
- Developed patient care initiatives that improved overall treatment adherence

## EDUCATION

### Master of Health Administration (MHA)

Vanderbilt University | 2013

## KEY SKILLS

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Health care administration

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Patient care coordination

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Budget and cost control

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Regulatory compliance

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Team leadership and development