

## RESULTS-FOCUSED LEADER

CHANGE INFLUENCER | STRATEGIC VISIONARY | VERSATILE COLLABORATOR

I am a transformational leader with hands-on experience driving excellence throughout organizational functions. By challenging the status quo, I have successfully implemented new processes and strategies that support better communication and measurable improvements to procedures and team outcomes.

### CORE COMPETENCIES

Influential Leadership | Group Training & Facilitation | Program Management  
Adult Learning | Evaluation Methodology | Individual Coaching & Development

## PROFESSIONAL EXPERIENCE

MERCY HOSPITAL ST. LOUIS

2015–2017

### Community Education

#### Community Education Manager

Managed a Mercy Foundation program budget to strategically build a successful department and support organizational, strategic goals. Led cross-functional efforts to implement efficient processes and increase patient safety and customer satisfaction scores., Provided targeted training and coaching. Ensured strong community relationships, revenue reconciliation and evaluation.

#### Selected Achievements:

- Established a donor relations policy to strengthen sponsor relationships and partnerships.
- Identified opportunities to improve visibility and community benefit contributions; exceeded contribution goals of the department and impacted employee participation and satisfaction scores.
- Led a team of 12 educators and subject matter experts to develop community classes curriculum and workforce training structure via multiple learning platforms.
- Designed proficiency and competence professional development tools; trained workforce to facilitate new-employee onboarding.
- Established web presence promoting Mercy services and providing educational materials to physician offices, patients, and the community.

ST. LOUIS CHILDREN'S HOSPITAL

1999–2015

### Communications & Marketing

#### Lead Community Education & Events Instructor

(2005–2015)

Received a promotion after earning a reputation as a strategic leader with the ability to drive operations, lead and develop staff, implement creative solutions, and exceed expectations. Managed community benefit strategy, retail operations, and program budget. Led certified instructor, customer service and community event team members. Planned department and community sponsored programs and events.

#### Selected Achievements:

- Created strategy and performance indicators to ensure competitive edge and customer experience excellence to support organizational goals.
- Created and organized flagship events, established infrastructure to allow for seamless expansion.
- Worked with subject matter experts to develop curriculum and training modules.
- Incorporated evaluation methodology as part of process development, outcome measurement, analysis and reporting.
- Enhanced web communication, created and strategically distributed marketing materials.

ST. LOUIS CHILDREN'S HOSPITAL <i>(continued)</i>	1999-2015
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**Child Health Advocacy & Outreach  
Program Coordinator & Supervisor** (1999-2005)

Assessed health and safety needs of communities, established collaborative efforts among leaders. Cultivated solid partnerships and led teams creating strategic plans for sustainable change in communities. Designed, implemented, and evaluated classes and programs addressing identified needs.

*Selected Achievements:*

- Worked with community leaders to identify opportunities and submit funding requests.
- Created evaluation procedures to accurately report the impact of advocacy initiatives.
- Implemented policies to strengthen community partnerships.
- Managed programs solely reliant upon recruited community volunteer teams.
- Trained facilitators and instructors to deliver and evaluate programs and processes.
- Counseled physician office staff on Stages of Change model, parent interventions, and effective, motivational interviewing in an effort to reduce children's exposure to secondhand smoke.

WEIGHT LOSS CLINIC	1988-1991
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**Clinic Director**

Managed all aspects of progressively profitable site including clinic budget and revenue generation. Recruited and trained the team of registered nurses, behavior modification coaches, and counselors.

**VOLUNTEER & CONSULTING EXPERIENCE**

AMERICAN LUNG ASSOCIATION NATIONAL HEADQUARTERS	2008-2015
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**Master Trainer / Consultant**

Collaborated with the development team to clarify objectives and strategies to secure corporate support and grants. Fostered donor relations and implemented data collection processes to report outcomes and stewardship of funds. Advised and collaborated with hospital and community leaders in rural Missouri to maximize their opportunities, submit grant requests and receive funding for efforts including those with the American Lung Association.

Trained and certified community groups as Not-On-Tobacco (N-O-T) and Freedom from Smoking (FFS) facilitator trainers throughout six-state region.

AMERICAN LUNG ASSOCIATION OF THE GULF PLAINS REGION	1992-2013
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**Facilitator / Consultant**

Conducted presentations to sell and conduct corporate FFS programs. Created and implemented policies and procedures for grant-funded program evaluation.

**EDUCATION & CERTIFICATION**

**Master of Health Administration, 2017**

**Master of Business Administration, 2013**

Webster University, St. Louis, MO

**Bachelor of Science, Wellness & Health Promotion; Minor, Nutrition**

Missouri State University, Springfield, MO

**Child Passenger Safety Technician Instructor, Special Needs emphasis**

Safe Kids Worldwide