

MICHAEL JAHN

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EXECUTIVE DIRECTOR / MANAGING PARTNER

**Project Management / Regulatory Compliance / Business Process Improvements / Revenue Generation / Startups
Risk Management / Marketing / Legal Processes / Client Relationship Management / Operations Management
P & L / Organizational Turnaround / Nonprofit Management / Training & Development**

Forward-thinking entrepreneur, attorney, and business consultant with a proven track record of identifying promising business opportunities and developing good ideas into solid ventures. Documented success in growing struggling ventures into thriving and revenue generating operations. Exceptional ability to build effective relationships with internal stakeholders, community partners, clients, and service providers. Known for identifying critical roadblocks and barriers to success and then implement consistent improvements to achieve ideal performance and efficiency.

Key career highlights include ...

- **Built and grew successful corporate entities and nonprofit organizations from the ground up.**
- **Turned around a struggling business to achieve a 200% increase in annual sales.**
- **Provided leadership addressing legal and regulatory compliance within complex organizational structures.**
- **Earned numerous accolades for the development of professional development and training programs.**
- **Implemented process improvements to drive efficiency and productivity.**
- **Identified innovative new business opportunities and created operational foundations to drive growth.**

CAREER HISTORY

Independent Business Consultant

2018 to Present

Guide the development and execution of strategic and tactical plans for startup and entrepreneurial healthcare ventures. Perform research into market opportunities and regulatory risks while presenting viable and cost effective options. Create human resource related documents and consult with proposed business policies.

Chief Operating Officer / Managing Partner

Get Well Clinic

2015 to 2018

Directed the day-to-day, operational activities including marketing, staffing, and financial management for an alternative medical practice. Provided strategic leadership in the areas of risk management, ethics, liability, and regulatory exposure involving FLSA, CDC, SSA, VA, HUD, Medicare, Medicaid, HIPPA, OSHA and other programs. Managed all vendor relationships and drafted policies and agreements for code of conduct, informed consent, confidentiality and more.

Key Responsibilities & Accomplishments

- Reversed five years of consecutive losses to achieve 200% in sales each year while maintaining positive cash flow.
- Improved patient and staff satisfaction by establishing key metrics and benchmarks to address service delivery.
- Reduced patient no-show activity from 15% to less than 2% by improving reminder systems and implementing patient incentives and penalties.
- Decreased first case start times from one hour to less than 10 minutes, and door-to-doc time by 50% by implementing automated and streamlined systems and pay-for-performance incentives.
- Implemented contract management processes and vendor cost and performances clauses that generated 20% in cost savings.

Notable Achievements:

- **Turned around a struggling business to achieve positive cash flow and revenue growth.** Complex nature of business posed many challenges resulting in five consecutive years of losses. Leveraged extensive regulatory compliance knowledge and expertise in risk management and ethics to implement sound administrative and financial practices. Reversed downward spiral while achieving 200% sales growth and projected \$1M in gross revenues.
- **Identified and built sustainable business model for startup organization.** Identified feasible business opportunities oriented in nutrition-based medical care. Drafted business plan, secured credible medical partners, and executed marketing strategies to secure patients and revenues from extended product offerings. Positioned clinic as the first in Nebraska to offer specialty stem cell and ozone injection therapies.
- **Leveraged unique product offerings to drive revenue.** Identified innovative drug and treatment therapies not commonly offered in traditional medical clinics including intravenous vitamins, hormones and underutilized lab tests. Positioned clinic as a leader in alternative therapies with projected revenues of \$1M in first year.

Senior Attorney / Adjudicator

U.S. Government
1997 to 2016

Litigated a variety of disability related cases. Appointed as an adjudicator, resolved case backlogs, developed standard protocols, and conducted attorney training. Rendered professional legal and ethical advice and assistance to Judges for compliance with program objectives.

Key Responsibilities & Accomplishments:

- Performed highly detailed discovery and case preparation for litigation, hearings, post-hearing development, and other legal actions involving interpreting and ensuring compliance with regulations, state, federal, and international law.
- Formulated complex legal reports and templates resulting in over 5,700 detailed and comprehensive decisions in the most legally complex and high dollar cases.
- Adjudicated, screened, and developed the record on more than 500 favorable decisions through negotiating with attorneys.
- Mentored and provided formal legal, regulatory, ethical, and policy instruction to peers with presentations nationwide to other attorneys within the agency.

Notable Achievements:

- **Reduced administrative backlog.** SSA was burdened with a backlog of disability cases, promoting new regulations allowing senior attorneys to serve as adjudicators. Completed a competitive application processes and was selected as one of the first attorney adjudicators tasked with accurately and efficiently resolving cases with benefits up to \$483M. Recorded decision on more than 500 cases involving complex negotiations with attorneys.
- **Created specialized attorney training.** Selected to present a live video training to agency attorneys on legal procedures related to childhood disability cases. Drafted scripts, created presentation, and presented to 400+ employees during a panel discussion. Positively impacted attorney knowledge and ability to appropriately deal with cases.
- **Advanced attorney training with award-winning program.** Invited to deploy nationwide training for new senior attorney adjudicators. Selected topics and developed experienced-based training. Personally presented training to 500+ attorneys and received the Associate Commissioner's Citation for training efforts.
- **Streamlined decision-making protocols.** Asked to spearhead the creation of protocols for dealing with new childhood disability laws. Identified and contrasted new laws with previous regulations that applied adult laws to children. Created decision templates that were adopted as legally compliant application to child disability cases.
- **Tackled complex issues to guide future organizational decision making.** Upon direction to develop extensive discovery and case preparation for litigation hearings and other action surrounding legal compliance issues, formulated complex legal reports and templates for 5,700 decisions within legally complex, high-dollar cases that ultimately saved \$2.7B in payouts.

Business Manager / Founder
Advanced Allergy & Wellness Solutions
2011 to 2015

Managed business and legal strategy, including implementation of policies and programs to increase revenues, oversight of leases and contracts, and facilitation of hiring and performance management. Sourced and hired specialty medical practitioners.

Key Responsibilities & Accomplishments:

- Maximized profits and minimized risk while ensuring compliance with regard to risk management.
- Implemented policies, programs, and practices as needed to increase quarterly revenues.
- Created and deployed systems for accounting, hiring, performance management, compensation and medical records.

VOLUNTEER / CHARITABLE OUTREACH

Co-Founder, To The Streets. Conducted fundraising and program management services for a registered non-profit dedicated to preparing and delivering home-cooked meals to the homeless, first responders, and regional disaster victims.

EDUCATION

- Juris Doctor (JD) from the University of Detroit Mercy School of Law
- Bachelor of Arts in Political Science and Government from The University of Kansas