



CARLA ARNOLD

CHIPPEWA FALLS, WI

OPERATIONS ADMINISTRATOR/ PRACTICE MANAGER

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Business Analysis / Problem Solving / Adaptability / Leadership / Training / Time Management / Coaching / Critical Thinking / Practice Management / Business Management / Human Resources / Marketing / OSHA / HIPPA / Business Operations / Healthcare Management

Highly skilled and motivated business administrator with extensive experience in a variety of diverse settings. Offer peak performance skills in business management, human resources, business analysis, marketing, employee training, and process improvement. Ready to use unique skill set to contribute by:

- ☐ Cultivating trust and positive relationships with employer and employees
- ☐ Resolving the root causes of complex organizational issues
- ☐ Organizing infrastructure and implementing best practices
- ☐ Accomplishing goals and matrixes through consistent proactive efforts

WORK HISTORY & SELECT ACCOMPLISHMENTS

QUALITY ASSURANCE SPECIALIST

Aurora Vocational Services, Eau Claire, WI
Jan 2020-Present

Vocational and employment services

Key Responsibilities: Provide monthly review of case notes; discover training needs, develop training and provide training to providers; maintain provider certification files and review intake files to ensure accuracy.

Key Accomplishments: Organization of provider certification file resulting in 85% of documentation on file, up from 60%. Development of new provider on-boarding document and process.

Notable Achievements: Built rapport with a variety of providers in a short amount of time.

PRACTICE ADMINISTRATOR

DeFatta ENT & Facial Plastic Surgery, Altoona, WI
Jul 2017-Aug 2019

Ear, nose & throat/plastic surgery private practice

Key Responsibilities: Oversaw budget development and revenue cycle management; marketing content writing and oversight; maintained HIPPA and OSHA policies and procedures, training and regulations; HR duties, including writing job descriptions, hiring, training, coaching, employee benefits, policies, company handbook, credentialing, and staff management.

Key Accomplishments: Cultivated a high performance culture by identifying, analyzing, and resolving operational concerns and challenges. Facilitated a culture of operational excellence by communicating and developing business relationships with vendors, business partners, patients, and staff. Created standard on-boarding training based on position type. Provided consistent forms and timing for staff reviews. Created policies and procedures manual.

QUALITY ASSURANCE BUSINESS ANALYST

Optum, Eau Claire, WI
Jul 2013-Jul 2017

Business entity of United Healthcare; a pharmacy benefit manager and care services group

Key Responsibilities: Analyzed spreadsheets for training and process improvements with an end goal of discovering trends and providing solutions to workflows. Evaluated documents and gave clarifying guidance that led to increased staff performance.

Key Accomplishments: Ensured protocols were followed by call center representatives. Recommended training that improved staff skills and customer understanding and that led to increased morale and customer satisfaction. Improved process for client calls and interaction.

ENROLLMENT SPECIALIST/BEHAVIORAL HEALTH COORDINATOR

Community Health Partnership, Eau Claire, WI

Jan 2007-Dec 2012

Long-term healthcare services to low-income families (closed at end of 2012)

Key Responsibilities: Performed analysis of baseline behavioral health knowledge. Designed Computer-Based-Trainings (CBT) and managed training of over 200 staff. Monitor member applications for timely and accurate processing. Coordinated meetings and organized educational efforts with Behavioral Health providers. Originated and maintained data and reports for organizational analysis to ensure proper care of members.

Key Accomplishments: Introduced use of a process flow guideline to help facilitate communication between enrollment specialists that produced outcome of timely completion with fewer errors while meeting company compliance objectives. Assisted web developer with design, content, and layout of department's SharePoint webpage as well as three additional SharePoint WebPages. Reconciled enrollment compliance for Centers for Medicaid and Medicare (CMS) reimbursement and eliminated \$3.1 million dollars in fines. Developed member database that saved staff time and improved quality of care. Improved staff understanding/awareness of behavioral health issues.

TRAINER /PROCESS SPECIALIST/SCRAP & BEND SPECIALIST

Hutchinson Technology, Eau Claire, WI

Sept 2004-Jan 2007

Electronic parts supplier

Key Responsibilities: Documented lean flow analysis process. Collaborated with engineers, supervisors, leadership and front-line staff to reduce scrap. Managed trainee's progress and performed needs analysis. Liaison for Team Lead, Supervisors, Operators, Document Trainers, Manufacturing Support Technician, and Engineers.

Key Accomplishments: Successfully identified area of opportunity to streamline processes for cost efficiency and client effectiveness. Reduced scrap by 4%. Found root cause of scrap increase; was able to reduce scrap waste by 12%. Created new staff operating process that led to less waste. Developed front-line staff training on how to solve common issues. First person to earn promotion prior to 90 day evaluation.

BEHAVIORAL THERAPIST

Behavioral Dimensions, Eau Claire, WI

Jul 2002-Aug 2004

Provides services for individuals with autism and other developmental disabilities

Key Responsibilities: Educated children with autism to function in everyday situations. Communicated with parents to resolve problems and make training effective.

Key Accomplishments: Successfully taught two children that graduated from the program and were integrated into normal classrooms at school.

Additional Work experience: Dayton's/Marshall Field's, Eau Claire, WI – Merchandiser/Float/Cashier

EDUCATION, PROFESSIONAL CONTINUING ED & CERTIFICATIONS

Master of Arts, Business Administration (MABA), American Intercontinental University, Schaumburg, IL

Bachelor of Arts (BA), Psychology, emphasis: Behavior Analysis, University of Wisconsin, Eau Claire

COPM – Certified Otolaryngology Practice Manager

Six Sigma Green Belt, Villanova University

Studies in Project Management, Villanova University

TECHNOLOGY TOOLBOX

EHR: CareCloud, Microsoft Office Suit: PowerPoint, Outlook, Word, Excel, Visio, Publisher

Volunteer Experience:

Member and President of Home & School Association – met on regular basis with other officers, teachers, and parents to plan activities/events and approve grants.

For photos and additional information, please visit: www.carlamarnold.com
Well-informed personal and professional references are standing-by to assist interested parties

KEY HARD SKILLS

Administration, Analysis, Audits, Benefits Management, Best Practices, Budget Analysis, Budget Management, Business Development, Business Process Development, Call Center, Change Management, Contingency Planning & Disaster Recovery, Continuous Process Improvement, Cost Control, Cross Functional Team Building, Customer Relations, Customer Retention, Customer Satisfaction, Customer Service, Data Analysis, Dispute Resolutions, EHR, Employee Safety Programs, Employment Law, Facilities Management, Healthcare, Health Care Management, HIPAA, HR, Human Resources, Information & Records Management, Health, Interoperability, Interpersonal Communication, Leadership, Lean Six Sigma, Manufacturing, Marketing Campaigns, Merchandising, Multiple Projects, Needs Analysis, Needs Assessment, Needs Surveys, Office Management, Operations, Operations Management, Health, Organizational Development, Performance Improvement, Performance Measurement, Performance Standards, Planning, Policies & Procedures, Policy Development & Implementation, Presentations, Improvements, Process Analysis, Process Improvement, Process Improvements, Productivity Improvement, Program Development, Program Evaluation, Project Coordination, Project Management, Recruiting, Recruiting & Training, Retail Operations, Risk & Compliance, Management, Satisfaction Surveys, Scheduling, Six Sigma, Staff Development, Staffing, Strategic Planning, SWOT & Needs Analysis, Talent Management, Team Building, Team Leadership, Training, Training and Development, Travel & Event Planning, Vendor Agreements, Waste & Scrap Reduction, Web Based Training, Education, Strategic Direction, Partnership, Healthcare Software, Operations, Direct Patient Care, Patient Care, Management Experience, Hospital, Telecommute, Certification, Catalyst, Healthcare Administration, Health, Hospital, Health Information Management, Information Management, Documentation, Continuous Improvement, Organizational Leadership, Information Technology, Resource Management, Risk Management, Industry Standards, Financial Management, Data Integrity, Content Management, Teaching, Fitness, EMR, Regulatory

KEY SOFT SKILLS

Client Relations, Client Satisfaction, Communications, Conflict Resolution, Employee & Vendor Relations, Employee Development, Employee Incentives, Employee Relations, Problem Resolution, Process & Productivity, Leadership, Collaboratively, Vision, Integrity, Accountable, Articulate, Works Collaboratively, Encouraging