

ROBERTA GIANA HOUSTON PROFESSIONAL RESUME

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OBJECTIVE **A Challenging Healthcare Management Position.**

HIGHLIGHTS

- Bachelor's Degree in Law (foreign-trained lawyer).
 - Emory Paralegal Certificate.
 - 21 years of strong healthcare financial and operation management.
 - Computer literate in Windows, Microsoft Word, Microsoft Excel, WINOMS, Patterson, Dentrix, Eclinical Works, Time Map, Best Case, Westlaw and other programs.
 - Highly developed analytical and problem-solving skills and abilities.
 - Well-traveled in the United States and Europe.
 - Multilingual: romanian-native, spanish-intermediate, french, german.
 - Able to effectively work with multi-cultural workers and the general public.
 - Strong work ethic, motivation and team spirit. Willing to tackle new challenges and opportunities, with excellent analytical and communication skills and abilities. Highly committed to professional excellence.
 - Professional attitude; leadership skills; strategic thinking; business acumen; decision making; financial and organizational management; goal and results oriented; well organized with a history of improving workflow, employee morale and contributing to team and corporate success.
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EDUCATION:

BACHELOR'S DEGREE IN LAW, 2000
IC Dragan International University – Romania

EMORY PARALEGAL CERTIFICATE PROGRAM, 2010-
Bankruptcy (Best Case Software), Contracts, Torts, Civil Law

EMPLOYMENT HISTORY:

2016-Current

GEORGIA ORAL AND FACIAL SURGERY/AESTHETICS
INTERNATIONAL USA/AESTHETICS HAIR RESTORATION/THE SPA AT
AESTHETICS INTERNATIONAL-Atlanta, Georgia

CFO (Chief Financial Officer) for a multi-specialty medical practice with 6 locations

Responsible for the business/financial functions of a multi-specialty (oral and maxillofacial surgery, cosmetic surgery, plastic surgery, hand surgery, general surgery, bariatric surgery with 6 locations and 10 doctors) medical practice and related businesses with a \$8,200,000 annual revenue. Increased company revenue from \$500,000 per year to

\$10,200,000 per year in 5 years. Reduced annual operating expenses. Directly involved in organizational wide decision-making process and strategic planning. Create monthly/annual operating and capital budgets. Monitor invoices, money handling procedures, accounting and bank processes. Controlling company costs and introducing tactical initiatives to address losses. Monitor the financial health of the organization. Prepare financial projections and goals to ensure growth and financial success. Prepare timely and accurate financial performance reports. Assist in raising additional capital at appropriate valuations to enable the company to meet projected revenue and growth. Directly involved in company's business acquisitions. Represent the company with clients, investors and business partners.

2014-2016

**GEORGIA ORAL AND FACIAL SURGERY/AESTHETICS
INTERNATIONAL USA/AESTHETICS HAIR RESTORATION/THE SPA AT
AESTHETICS INTERNATIONAL-Atlanta, Georgia**

COO (Chief Operating Officer) for a multi-specialty medical practice with 6 locations

Provide day-to-day leadership and management. Designing and implementing business operations. Responsible for overall direction and oversight of a multi-specialty (oral and maxillofacial surgery, cosmetic surgery, plastic surgery, hand surgery, general surgery, bariatric surgery with 6 locations and 10 doctors) medical practice's ongoing operations and procedures. Orchestrated the successful development and implementation of 3 additional locations. Responsible for driving the company to achieve and surpass profitability, cash flow and business goals and objectives. Responsible for the measurement and effectiveness of all internal and external processes. Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of the organization. Management of the HR department. Delegating responsibilities to ensure staff members grow as capable participants. Employing various initiatives to coach employees to optimize their capabilities. Overseeing marketing initiatives and implementing better business practices. Driving the company's operating capabilities to surpass customer satisfaction, retention and company goals. Establishing policies that promote company's culture and vision.

2013-2014

**GEORGIA ORAL AND FACIAL SURGERY/AESTHETICS
INTERNATIONAL USA-Atlanta, Georgia**

Practice manager for 3 locations/accounts receivable/collections

Support, direct and oversee the overall day-to-day administrative and clinical activities of an extremely busy multi-provider oral surgery and cosmetic practice. Act as liaison between physicians and employees to resolve conflicts and to promote cohesiveness in the practice. Monitor the submission of timely, accurate and complete billing information to ensure the maximization of professional services reimbursement. Research disallowance reports for unusual reimbursement practices, stay up to date on coding and insurance practices as necessary. Follow up on claims and patient's accounts including self-pay collections. Make financial arrangements with patients and/or insurance companies to collect accounts. Assist the physicians to promote cost effective, high quality health care services for the patient population. Identify, analyze, make recommendations and implements solutions to work problems. Coordinate activities such

as insurance verification and pre-certification of surgery cases, collections at or before surgery, and patient billing inquiries. Strong knowledge of commercial insurance, managed care plans, Medicare, Medicaid, CPT and ICD-9 coding. Strong billing and A/R experience.

2002-2013

ATLANTA ORAL AND FACIAL SURGERY- Atlanta, GA

- **Office manager for 2 locations/accounts receivable/collections**

Support, direct and oversee the overall day-to-day administrative and clinical activities of an extremely busy multi-provider oral surgery practice. Act as liaison between physicians and employees to resolve conflicts and to promote cohesiveness in the practice. Monitor the submission of timely, accurate and complete billing information to ensure the maximization of professional services reimbursement. Research disallowance reports for unusual reimbursement practices, stay up to date on coding and insurance practices as necessary. Follow up on claims and patient's accounts including self-pay collections. Make financial arrangements with patients and/or insurance companies to collect accounts. Assist the physicians to promote cost effective, high quality health care services for the patient population. Identify, analyze, make recommendations and implements solutions to work problems. Coordinate activities such as insurance verification and pre-certification of surgery cases, collections at or before surgery, and patient billing inquiries. Strong knowledge of commercial insurance, managed care plans, Medicare, Medicaid, CPT and ICD-9 coding. Strong billing and A/R experience.

2000-2001

BREBENEL LAW FIRM – Romania

- **Lawyer (associate)**

1995-1997

TV Holding - Romania

- **Television Movie Translator-English/Romanian**

1995-1997

Elementary and Middle School #6 - Romania

- **English and French Teacher**