

 (323) 555-9876

 sarah.williams@gmail.com

 Los Angeles, CA

## EDUCATION

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### Master of Healthcare Administration (MHA)

University of Southern California, United States

2009 - 2011

### Bachelor of Science in Nursing (BSN)

California State University

2001 - 2005

### Certified in Healthcare Compliance (CHC)

Compliance Certification Board,  
Certification Date: March 2019

### Certified Healthcare Operations Professional (CHOP)

American Healthcare Association-  
, Certification Date: February 2017

### Lean Healthcare Certification

Institute of Healthcare Improvement-  
, Certification Date: December 2016

## SKILLS

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- Healthcare operations management
- Patient flow optimization
- Budget management and cost reduction
- Quality assurance and patient satisfaction
- EHR and healthcare technologies
- Team leadership and staff development
- Regulatory compliance and safety standards

## AWARDS

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- Healthcare Excellence in Operations Award, 2020

## LANGUAGES

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- Spanish: Conversational
- French: Basic

# SARAH L. WILLIAMS

## HEALTHCARE DIRECTOR OF OPERATIONS

## PROFESSIONAL SUMMARY

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Experienced and dedicated Director of Operations with over 18 years of leadership experience in the healthcare industry. Skilled in optimizing hospital operations, improving patient care processes, and driving organizational change to enhance operational efficiency and patient outcomes.

## EXPERIENCE

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- May 2018 - Now

### Director of Operations

**Sunset Health Systems** / United States, Los Angeles, CA

- Lead operations for a network of 5 healthcare facilities, managing a team of 200+ staff.
- Implement care initiatives that improve patient satisfaction scores.
- Develop cost-saving strategies that reduce supply chain expenses.
- Coordinate with physicians, nurses, and staff to optimize patient flow.

- March 2012 - April 2018

### Healthcare Operations Manager

**St. Mary's Medical Center** / United States, Los Angeles, CA

- Managed operations, including patient intake, scheduling, and coordination.
- Led initiatives that decreased patient discharge time by 18% through process streamlining.
- Managed the budget for operations and identified areas for improvement.

- June 2007 - February 2012

### Operations Coordinator

**Green Valley Health Clinic** / United States, Los Angeles, CA

- Assisted in developing patient care procedures and policies.
- Managed inventory and ensured adequate medical supplies were available at all times.

## PROFESSIONAL AFFILIATIONS

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### Board Member

California Healthcare Leadership Network — 2018 – Present