MEGHAN BENTLEY

555.555.5555
mbentley@website.com

SUMMARY

I am a revenue cycle expert with 12+ years of healthcare industry experience. My skill for agile development and my focus on implementing strategic-process improvements while maintaining operational excellence enables me to build trust and lasting partnerships with clients.

SKILLS OVERVIEW

Experienced project manager
Expert in client relations
Clear communicator
Confident presenter and educator
Skilled leader and team-builder

EDUCATION

BS in Business Management
State College
2017

PUBLICATION

"Revenue Cycle Enhancements for Contemporary Practice"
Cardiology Management
2019

SELECTED EXPERIENCE

Senior Manager: Advisory Services — **October 2016–present**
ThriveShift

- Upsold $6M FYNR by exceeding client expectations and extending engagement.
- Manage complex, multiple-workstream projects while collaborating with colleagues to deliver contracted services on time.
- Update client execs on project progress; provide context and evidence in support of Revenue Cycle initiatives.
- Partner with Sales, Commercial Enablement, and colleagues to create solutions overview, proposals, and client-deliverable templates.
- SME delivering regular webinars and speaking engagements.

Senior Client Program Manager — **March 2015–April 2016**
Three75 Systems

- Used Office and Visio to create technology budgets and implementation plans and to present solutions to owners and executives.
- Partnered with executive leaders to prepare pricing models and contracts for existing and prospective clients.
- Worked with existing and prospective clients to evaluate and select appropriate IT services and systems to deliver clinical care.
- Implemented Rally, an electronic agile project management tool, improving internal operations.
- Scrum Master for 4 agile teams; Scrum Master of the Year 2015.

Operations Manager — **July 2012–February 2015**
RedLine Consulting, Inc.

- Grew corporate service center from 6 to 33 employees in 8 months while delivering exceptional results to remote clients and team members.
- Engaged with software developer to create exception-based workflow tool using SQL and automation tools.
- Created training documentation and workflows; implemented training at client site for exception-based workflow tool.
- Traveled to client locations for observation and to create and deliver training programs for revenue cycle employees.
- Developed weekly project update reports and coordinated client touch points to ensure satisfactory reporting of AR and Cash Metrics.
- Created processes for acquiring financial metrics; created action plans to meet KPIs based on client's patient accounting system.
- Managed work assignments for Billers, Collectors and Cash posters serving 20+ clients.
- Coordinated kick-off calls with sales executives and client leaders to facilitate transition from sales to operational phase of service agreements.