**Walter M. Dehaven**

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**Job Objective:**

Dedicated and certified professional with over 5+ years of experience in handling administrative functions, accounts payable, accounts receivable, payroll, vendor payments, and refining methods to accomplish daily tasks. Adept at recruiting, conducting training sessions, doing performance evaluations and supervising administrative staff. Capable of maintaining strong relationship with stakeholders and addressing patients' needs using effective organizational and powerful communication skills.

**Summary of Skills:**

* Extensive knowledge of designing and implementing data-driven solutions and programs to improve health-care services
* Ability to supervise various departments to ensure the best treatment and health-care services are provided to patients
* Familiar with standard concepts, practices, and procedures observed within the medical field
* Capable of providing excellent leadership and effective direction to maintain efficiency in workforce operations
* Adept at overseeing administrative functions and giving appropriate suggestions for improvements as necessary
* Excellent in decision-making and problem solving
* Exceptional team player with strong leadership qualities

**Work Experience:**

Vice President of Administration

Carolinas Health-care System, Jackson, TN

January 2017 – Present

* Functioning as a strategic adviser to the various teams to handle critical cases or serious management issues
* Reviewing monthly reports submitted by departmental heads to understand the critical issues and providing appropriate solutions
* Conducting monthly meetings to discuss short-term and long-term strategic plans
* Implementing and enforcing certain policies or systematic procedures that assisted in improving the overall effectiveness
* Formulating long-term partnerships with equipment and pharmaceutical drug companies and suppliers
* Maintaining strong and mutually beneficial relationships with key stakeholders, senior team leaders, and departmental heads to ensure efficient working of the organization

Associate Vice President of Administration

Hillard Care Services, Jackson, TN

October 2014 – December 2016

* Worked closely with the chief medical officer (CMO) and staff to understand problems, and suggested alternative solutions
* Supervised administration department and out-patient therapy section to ensure maximum satisfaction for patients
* Coordinated with medical association and pharmaceutical industries for latest update
* Oversaw daily operations, and prepared performance reports of staff
* Arranged training sessions for new employees, and assigned them designations
* Collaborated with the medical vendors for bulk quantity of medicines at a discounted price for the benefit of patients

Administration Manager

Hillard Care Services, Jackson, TN

March 2012 – September 2014

* Interacted with patient to ensure that there are no issues in check-in, check-out, and insurance verification
* Prepared monthly-budget necessary for ordering clinical equipment and supplies
* Regularly collaborated with the staff to review the work, understand issues, and suggest feasible solutions
* Supervised the administration department of the clinical center and individually distributed tasks among the team
* Took responsibility to conduct interviews during the hiring process and shortlisted capable candidates

Chief Administrative Officer

UnitedHealth Group, Jackson, TN

July 2010 – February 2012

* Took responsibility for management and direction of teams accountable for handling clinical service lines
* Collaborated and worked closely with the mobile medical teams to ensure timely provision of ambulatory services to the local patients
* Assessed patient feedback for the health-care clinic to deliver and monitor clinical quality level as well as improved satisfaction
* Served as the primary spokesperson to collaborate with directors, senior executives, and clinical faculty to co-manage programs around patient care
* Answered calls and responded to mails, and provided information about the services
* Handled vendor payments and patient transactions to prepare accurate monthly financial reports

**Education:**

* Bachelor's Degree in Human Resource Management   
  Union University, Jackson, TN   
  2007

**Certifications:**

* Certified Administrative Professional – IAAP, 2010

**Reference:**

On request.