

COMBINATION RESUME

FULL NAME

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Commitment Leadership Integrity Innovation

Chief Executive Officer with 25+ years of progressive success in healthcare industry | Visionary policymaker with a remarkable history of transforming disasters into opportunities | Extensive success in leading teams to operational efficiency, increasing fiscal performance, and improving brand equity | Focus on growth and innovation | Provide multi-project leadership that consistently delivers well above objectives | Design and implement business plans that establish a framework for future growth | Leverage community and employee relationships through high visibility and media presence

Key Achievements:

- Granted “2018 Innovation in Workforce Development Award” for creating groundbreaking strategy to address systemic issues with patient care in assisted living centres across Canada, heralding an industry-standard in healthcare management across the nation.
- Opened new marketing channels and established strategic alliances with government, expanding resource capacity as well as new sources of revenue.
- Expanded market share in independent living from 30% to 55% in three years, increasing profit margins by 40% with higher quality service.
- Maclean’s Magazine ranked Certain Health Corporation as Best Canadian Employer for 3 consecutive years and in Top Ten since 2009.

Core Competencies:

Business Expansion/Development
Succession Planning
Long Term Strategic Planning
Management Regulatory Compliance

Change Management
Cross Functional Leadership
Operational Analysis
Stakeholder Relations

Team Development
Market Intelligence
Cost / Quality Control
Budgets

PROFESSIONAL EXPERIENCE

Certain Health Corporation, Anytown, BC

Healthcare organizations with 150+ sites delivering the highest service standards in seniors’ apartments, independent living, assisted living, and long-term care.

Chief Executive Officer and President

September 2005 – present

Responsible for fiscal integrity, revenue growth, training and development of 7800+ employees, business strategy, and managing operations and resources.

- Spearheaded growth, including critical acquisitions that expanded the company from 93 sites, 3500 employees and \$32M revenue to 151 sites, 5000+ employees and \$73M revenue.

- Brought under-performing multi-disciplinary teams to outstanding ROP's (Required Operational Practice) within 6 months of failed accreditation process earning national recognition within the industry.
- Reduced absenteeism from over 80% to 25% and improved overall staff retention and morale by implementing systems that promoted respect, inclusivity and accountability.
- Partnered with major competitor to create an association for providers of eldercare to regulate ethics and standards for professional development and share best practices.
- Restructured retirement homes in the western region in alignment with values and vision for national brand integrity, increasing revenue by 12%.

EDUCATION

MBA / Master of Business Administration	University of Toronto	1987
Bachelor of Arts, Economics & History	University of BC	1984

PROFESSIONAL AFFILIATIONS

Volunteering Matters (NGO)	Founder and Executive Director	2020
Senior Care Facility Professionals of BC	Chairman of the Board	2017 – Present
Lions Club	Member	since 1989
Anytown Chamber of Commerce	Member	1991 – Present

Select Presentations & Publications:

2019 Leading with Compassion Conference USA	Keynote Address
Commencement Speech	Class of 2015 University of Toronto
How to Do More with Less	Ted Talk (link)
Valuing Seniors in our Healthcare System	Book (Amazon link)
Is there a Pill for that?	Book (Amazon link)