

DIRECTOR OF OPERATIONS

Proven executive leadership, vision, strategy and execution in start-up, established, and turnaround environments.

High performance, key contributor to enterprise-level planning and decision-making. Continual success in maximizing organizational performance to drive growth and revenue, improve profits and enhance value. Equal blend of business strategist and tactical operations leader, with a record of consistently developing and executing significant strategies, making crucial decisions, and achieving mission-critical business goals. Respected as motivational, lead-by-example manager, change agent and proponent of empowerment and accountability.

CORE COMPETENCIES: Strategic Business Planning • Finance & Accounting • Cost Ratio Analysis • Operational Streamlining • Cost Reduction • P&L • Negotiations • Customer Service • Staff Management • Team Leadership • Safety Regulations/Regulatory Compliance • Labor Relations • Project Management • Reporting

EXPERIENCE

ACADIAN COMPANIES – 2004 to Present

The Acadian Companies comprise an array of services including ground and air emergency and non-emergency medical transportation, medical care and products, EMT training and continued education, safety training and consulting.

ACADIAN NATIONAL EMS ACADEMY

A collaborative effort between Acadian Ambulance Service and South Louisiana Community College the Academy prepares individuals seeking to enter the emergency medical services field; nine campuses in Louisiana and Texas.

BUSINESS MANAGER, Lafayette, LA 2011–Present

Immediately strengthened the Academy's financial structure through reducing costs, streamlining operations and increasing employee morale. Oversight of business financial structure includes a \$7 million budget, review of financial statements, activity based costing analysis, pro-forma analysis, product pricing, purchasing approval, expense management and payroll. Manage all contract negotiations including clinical affiliation agreements, lease agreements and employment contracts. Oversee 20 direct reports. Report to the Chief Medical Officer and Medical Director for Acadian Ambulance Service.

Achievements:

- **Reduced labor costs** from 40% over budget to 4-5% under budget by improving reporting mechanisms and increasing oversight of supervisors utilizing labor.
- **Decreased expenses** by approximately 10% over the first three quarters of 2011 through implementing activity-based costing on all projects.
- **Re-designed the expense accounting process** to improve management's ability to accurately analyze expenses.
- **Streamlined a formerly complex, multi-layered personnel reporting system**, reducing reporting confusion and improving employee morale.
- **Decreased payroll costs by 5%** over six months through improving payroll reporting and analysis while simultaneously improving project cost tracking.

ACADIAN AMBULANCE SERVICE

A division of The Acadian Companies with locations in Louisiana, Mississippi and Texas and one of the largest privately-held ambulance services in the U.S.; 3,000 employees.

EDUCATION COORDINATOR, Hessmer, LA 2009–2011

Managed a satellite site of the National EMS Academy. Oversaw curriculum, P&L, purchasing, scheduling and recruiting. Collaborated with PR and Marketing to implement marketing campaigns. Oversaw approximately 20 students, a clinical education coordinator and an administrative assistant. Taught National Standard Curriculum and National Education Standards for paramedics-to-EMTs and paramedic students in the Emergency Health Sciences Program. Taught continuing education courses to paramedics actively working in the field of pre-hospital medicine.

Achievements:

- **Decreased expenses by 15%** over one year through implementing changes in purchasing to improve expense tracking.
- **Increased student enrollment** by more than 50% over two years by executing concentrated advertising campaigns and targeting marketing to specific demographic groups based on previous class enrollment.

FIELD TRAINING OFFICER, CAPITOL OPERATIONS, Baton Rouge, LA 2006–2009

Managed quality improvement for approximately 250 EMTs and paramedics in the Acadian Ambulance's Baton Rouge region. Delivered continuing education training and remediation training for employees. Managed the controlled substance inventory and tracking for 25 ambulances, payroll tracking for new employees and paramedics in training, preceptor payroll tracking, and new employee orientation.

Achievements:

- **Implemented a database** for preceptor and new employee payroll tracking, allowing analysis of incremental costs associated with remediation and orientation of employees.
- **Reduced equipment replacement costs by approximately \$35,000 per year** through designing and deploying an inventory control system that tracks equipment assigned to each of the area's 25 ambulances.
- **Improved reporting mechanisms** to more easily track incremental costs of preceptor payroll to management.
- **Reduced emergency room time for critical patients by approximately 50%** through coordinating with two regional trauma hospitals in implementing mobile technology which allows ambulances to transmit medical information to the hospital emergency room while transporting patients.
- **Increased revenue by approximately \$100,000** in 2010 through collaborating with corporate to implement a critical care transport program.
- **Worked closely with the Chief Medical Officer** in protocol and medical policy development and implementation.
- **Liaised with the River Bend Nuclear Power Facility** to coordinate response during a disaster at the nuclear facility in St. Francisville, LA. Contributions included planning and conducting operational drills with Our Lady of the Lake Regional Medical Center and the River Bend Nuclear Treatment Facility.
- **Served as liaison with the East Baton Rouge Parish Office of Emergency Preparedness.** Assisted in planning and coordinating resources in response to disasters in East Baton Rouge Parish and the East Baton Rouge Parish coordination with the State of Louisiana.
- **Appointed Acadian Ambulance Liaison to Louisiana Bureau of EMS Emergency Operations Center** during State Declared Disaster of Hurricane Gustov and Hurricane Ike. Worked at the Emergency Medical Services Desk and coordinated FEMA ambulances with field personnel. Received and fulfilled requests for resources from field personnel, EMS agencies, DRCs, and private entities for emergency medical resources necessary for evacuation. Worked in conjunction with the Bureau of EMS's command structure, through the state Dispatching Agency for Emergency Medical Services, and the Director of the Bureau of EMS. Ensured emergency medical service resources were properly staged, deployed, and deactivated, as necessary.

Additional Acadian Ambulance experience as a Medic Support Center Operator, EMT-Paramedic and Field Paramedic.

ADDITIONAL EXPERIENCE

Training Specialist – U.S. Department of Health and Human Services National Disaster Management System

Paramedic and Interim Director – West Feliciana Parish Ambulance Service

Corrections Lieutenant – Louisiana State Penitentiary

EDUCATION & CREDENTIALS

MBA – Louisiana State University, Baton Rouge, LA

BS, Human Medicine and Human Pathology & BS, Health Science – Our Lady of the Lake College, Baton Rouge, LA

AS, Biology & AS, Emergency Health Science – Our Lady of The Lake College, Baton Rouge, LA

PROFESSIONAL DEVELOPMENT

Acadian Ambulance Critical Care Transport Training 2007

Acadian Comprehensive Education for Success. Acadian Ambulance Service 2006

Nationally Registered EMT-Paramedic – Avoyelles Technical College 1998

Curriculum included EMS Operations, Management, and Education

Nationally Registered EMT-Basic – Avoyelles Technical College 1995

IFSTA Firefighter I-92 – Louisiana State University Emergency Training Institute 1994

NATIONAL INCIDENT MANAGEMENT SYSTEMS CLASSES

Emergency Program Manager: An Orientation to the Position *IS-001*

Special Events Contingency Planning for Public Safety Agencies *IS-015a*

Introduction to the Incident Command System, ICS-100 *IS-100*

Introduction to Incident Command, ICS-100 for Health Care/Hospitals *IS-100.HC* • Exercise Design *IS-139*

ICS for Single Resources and Initial Action Incidents, ICS-200 *IS-200*

Applying ICS to Healthcare Organizations ICS – 200 for Health Care/Hospitals *IS-200.HC*

Principles of Emergency Management *IS-230* • Emergency Planning *IS-235*

Leadership and Influence *IS-240* • Decision Making and Problem Solving *IS-241*

Effective Communication *IS-242* • Developing and Managing Volunteers *IS-244*

Intermediate Incident Command *IS-300* • Advanced Incident Command *IS-400*

National Incident Management System (NIMS) Introduction *IS-700* • NIMS Multi-Agency Coordination System *IS-701*
EOC Management and Operations *IS-775* • National Response Plan, and Introduction *IS-800*
Emergency Support Function (ESF) #8 Public Health and Medical Services *IS-808*
Critical Infrastructure and key Resources Support Annex *IS-821* • Section 508 Awareness Course *IS-901*
National Disaster Medical System (NDMS) Federal Coordinating Center Operations *IS-1900*

ASSOCIATIONS

Louisiana Association of Nationally Registered Emergency Medical Technicians

Louisiana Tactical Emergency Medical Society

Louisiana Mass Fatality Planning Committee

Represent Region 6 as DRC for the Coroners Offices to assist with Regional Mass Fatality Planning and Disaster Mitigation.

National Association of Emergency Medical Technicians

President, Executive Board of Mansura Volunteer Fire Department 2010-Pres.

Function as CEO, managing the Department's financial and executive affairs and representing the Department to the Avoyelles Parish Fire District Two. Negotiate contracts with other agencies for mutual aid, supplies and equipment, financial institutions to obtain financing, and governmental agencies when necessary to benefit the Department's mission.

President, Louisiana Tactical Emergency Medical Society 2010-Pres.

Function as CEO managing Society's events and operations including providing financial oversight and reviewing financial documents, negotiating and entering into contracts on behalf of the organization, coordinating training meetings and conferences to promote tactical pre-hospital medicine in Louisiana, and negotiating contracts for training sites and meetings with vendors around the state.

Board Member, Louisiana Association of Nationally Registered Emergency Medical Technicians 2010-Pres.

Collaborate on the board in managing Association activities including hosting and coordinating the yearly LANREMT Conference. Manage budgeting and budget review of conference and other programs, arrange contracts for the location of training, and negotiate contracts for speakers and outside presenters.

ADDITIONAL QUALIFICATIONS

LATEMS Tactical Instructor 2003-2005

AMLS Instructor 2003-2005

BLS Instructor 2006

ACLS Instructor 2006

Bureau of EMS Instructor 2006

SWAT Medical Advisor for Avoyelles Parish Sheriff 2006

PALS Instructor 2007

ACLS Training Center Faculty 2007

BLS Training Center Faculty 2007

PALS Training Center Faculty 2007

Region 6 Coroner's Office DRC 2008

AMLS Instructor 2009

PHTLS Instructor 2009

National Registry Testing Rep 2010

ACLS Regional Faculty 2010

BLS Regional Faculty 2010

PALS Regional Faculty 2010

NIMS IS-300 and IS-400 Instructor 2010

AWARDS AND HONORS

Beta Gamma Sigma International Business Honor Society 2010 • Golden Key International Business Honor Society 2010 • Phi Kappa Phi Honor Society 2011

TECHNICAL PROFICIENCIES

Proficient with Microsoft Office Suite, including MS Access and MS Visio; Adobe Master Collection Suite including Photoshop, Dreamweaver and Flash • Expert (MCSE Certified) Microsoft Windows Technician (Win 95, 2000, ME, XP, Vista, 7) • Proficient in HTML, XHTML, Javascript, CSS