

STATEMENT

I am an energetic, positive, and self-driven individual with a reputation for ensuring exceptional experiences for clients while providing a challenging and fun environment for team members. I am interested in a leadership role with a company that shares my commitment to delivering the highest standards of service by giving the best of ourselves to clients every day.

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KELLY WEBSTER

Executive Operations / Facilities Director

EXPERIENCE

Practice Manager PERIMETER DENTAL

2016 – Present Responsible for financial reporting to ownership, including sales, inventory control, and service scheduling, while managing capital expenditure in accordance with the budget.

Responsible for ensuring compliance with local, state, and federal laws, risk management policies, and all applicable state and federal regulatory provisions, and other accrediting or certifying bodies.

Achieved 17% growth to-date in 2018 and 21% growth in 2017 by: creating a monthly marketing plan to increase guest traffic and services; writing articles and / or press releases for the facility, when applicable; reviewing and discussing client suggestions; ensuring all social media initiative tools are maintained and kept relevant; proactively identifying and implementing operating costs and energy savings programs; and reviewing leases, contracts, agreements, subcontracts, and licenses, and exploring new vendors while maintaining existing vendor relations to ensure optimal negotiated pricing and service to clients.

Supporting staff to facilitate an effective workflow by: monitoring appropriate staffing and treatment provider schedules to maximize treatments per provider; creating monthly staff schedules; providing leadership, ongoing training, and annual performance evaluations; assessing employees’ progress continually; compensation reviews; and when necessary, coaching with positive reinforcement, corrective action, and / or termination processes.

Responsible for managing the facilities maintenance program based on best practices, with an emphasis on planning / scheduling and preventive / predictive maintenance by: identifying, recommending, and purchasing of software applications, telecommunication infrastructure, and hardware; and planning and implementation of facilities’ improvements and expansions, including remodeling the main office without an interruption of service offerings, ensuring a pleasant and welcoming overall aesthetic. Currently adding additional team(s) to support second office location.

FOLLOW ME

LinkedIn:
linkedin.com/in/kelweb

Facebook:
facebook.com/kellyjweb

SKILLS



REFERENCES

CAROL PAIGE
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EXPERIENCE (continued)

Client Coordinator (Part-time)	AYA MED SPA
2016 - Present	<p>Manage spa operations by: ensuring that colleagues' daily responsibilities are delivered to standard; guaranteeing guest satisfaction by assuring excellent first and lasting impression; overseeing, maintaining, and managing the presentation and profitability of the spa; and effectively managing appointments for optimal guest satisfaction.</p> <p>Responsible for being fully knowledgeable and resident "expert" in all aspects of "how things work" to: facilitate delivering consultation services; explain the products offered for sale and communicate the benefits and use; train staff; and oversee all concierge-type operations.</p> <p>Successfully launched new location.</p> <p>Converted to part-time employee in 2017 to pursue another opportunity while still supporting the Aya team as needed.</p>
Insurance / Billing Coordinator (Remote)	NEW FACE DENTISTRY
2014 - 2016	<p><i>*Was promoted and changed roles multiple times during tenure. Responsibilities outlined below are a summation.</i></p> <p>Directed administrative and operational functions within a remote environment, focusing on scheduling and billing. Communicated with on-site teams to discuss any issues and provide information on guests in need of special attention.</p>
Office Manager	
2010 - 2014	
Patient Coordinator	
2009 - 2010	<p>Established and maintained computerized maintenance management system (CMMS) for tracking insurance billing, covered services, outpatient hospital treatments, pre-authorizations, pre-operative testing, scheduling, aging claims and appeals, and posting insurance payments and adjustments.</p> <p>Reviewed leases, contracts, agreements, subcontracts, and licenses from an accounting perspective, while negotiating new vendor offerings and maintaining existing relations.</p> <p>Directed all office functions, including but not limited to: facilities management, patient issues, appointment scheduling, billing and insurance issues, marketing, social media presence, website content, email campaigns, budgeting, contract negotiations, financial arrangements, treatment plans, recruiting, and onboarding.</p> <p>Established and maintained company's social media presence.</p>
Consultant	LOAN SOLUTIONS
2008 - 2009	<p>Coordinated solutions around mortgages including but not limited to: consulting with borrowers, working with bank agents and underwriters to negotiate terms and modifications, data analysis, and submissions to banks.</p>
Consultant	CETO & ASSOCIATES
2007 - 2008	<p>Collaborating with C-level staff and banks to: analyze balance sheets, identify revenue-increasing opportunities, negotiate contracts, develop client relationships, manage accounts, maintain pipeline of client opportunities, create email campaigns, and onboard new colleagues.</p>