

HERMIONE GRANGER

Achieves operational excellence by executing strategic healthcare policies; builds and strengthens leadership development initiatives.

Healthcare Management Executive ♦ P&L Responsibility ♦ Financial Planning & Management ♦ Clinical Staff Development

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Seasoned medical executive leveraging 15+ years of experience in patient-family logistics, cost control, and revenue opportunities to grow hospital operations, improve quality of care, and propose advances in medicine. Sought after for business planning and global policy execution to transform underperforming, non-compliant units and programs into revenue-generating ventures. Oversee healthcare talent recruitment, onboarding, ongoing training, and development of highly sought-after talent.

Strategic Planning & Implementation
Project & Program Management
Policies & Procedures Development

Cross-Functional Collaboration
Stakeholders Relationship Management
Strategic Team Hiring & Development

Certified Case Manager
MS Office, Adobe InDesign, QuickBooks
Electronic Medical Records

PROFESSIONAL EXPERIENCE

Chief Operating Officer, Ministry of Magic

07/2017 – Present

Established an efficient operating structure across 3 companies to ensure seamless customer experience. Conduct new employee onboarding and facilitate training and education programs for the infrastructure workforce. Design, execute, and assess the effectiveness of company policies and processes. Create and negotiate vendor, physician, and medical facility contracts. Ensure compliance with Medicare, Medicaid, regulatory, and legal guidelines.

Strategic Business Initiatives

- Spearheaded the development of medical billing and physician group divisions in collaboration with the CEO and Board of Directors. Acquired permits and licenses, set up agreements, implemented electronic health records, and hired teams.
- Leveraged the new billing arm to incentivize physicians to switch to profitable, in-house billing and administrative services, including medical assistance support, financial accounting, and staff hiring to improve physician productivity.
- Enabled expansion across states by redirecting focus on the physician division, making it the face of the company; subsequently improved customer satisfaction and compliance with industry standards.
- Support business development and new partner acquisition by directing the marketing team towards viable business prospects through business partner proposal development.

Operations Management

- Defined a strategic business plan, quarterly goals, vision, and mission and trained the CXOs and Board of Directors. Developed a master contingency plan and trained all personnel on its creation and benefits.
- Reduced operating expenses by 40% by providing cost-effective alternative resources and efficient tools to physicians.
- Optimized operational cost by outsourcing expensive and tedious HR and IT troubleshooting services.
- Revamped the website to improve traffic by adding new and attractive content; included information for new divisions.
- Implement solicited feedback from clients: skilled nursing facilities, assisted living and home health companies, and physicians.
- Analyze competitive intelligence: assess the market, competitor policies and pricing, and their impact on the business model.

Series of promotions to **Director – Patient Outcomes**, Hogwarts Hospital

03/2014 – 07/2017

Pushed hospital to #10 nationally for patient care and outcomes. Oversaw the Case Management, Health Information Management, and Utilization Management departments. Directed physical therapists, nurses, case managers, coders, social workers, and office and support staff. Developed and implemented hospital/patient outcome strategies. Managed PPS/DRG payments.

Strategic Program Management

- Facilitated hospital opening by acquiring the joint commission accreditation, arranging for medical equipment and logistics, implementing standard policies, and training on accurate documentation in collaboration with the senior leadership.
- Achieved \$500K reimbursement held via Medicare auditing by aligning internal systems with audit needs; initiated the Targeted Probe and Education with Extrapolation (TPEE) program with medical representatives. The method was adopted regionally.
- Developed and managed CMS-level appeals including ALI, Additional Documentation Request (ADR) process, submission, and staff education on ensuring compliance of the initial patient assessment and other documentation.
- Credentialed and trained staff members on functional independence measures for Medicare reimbursement; developed the curriculum to help the staff pass certification and billing assessments.

Care Management & Professional Development

- Interpreted the Case Mix Index (CMI) to assess reimbursement, utilization review, and the length of stay for each patient. Reviewed medical necessity documentation and pinpointed and eliminated discrepancies.
- Improved patient experience by ensuring the case management team visited all patients within 24 hours of arrival.
- Helped case managers achieve promotions by facilitating formalized training and certifications. Oriented, onboarded, and trained clinical and medical staff.

Series of promotions to **Marketing Director/Payments Department Supervisor**, Gringotts Wizarding Bank 03/2001 – 12/2011

Managed department operations and marketing initiatives to improve product delivery. Contributed significantly to growth from \$50M to \$96M in assets. Collaborated with the Board of Directors to finalize company goals and direction. Built a new operations center and opened 2 new branches.

- Received a national award from the Credit Union National Association by initiating a marketing program and exceeding targets.
- Participated in transitioning to electronic and online payment systems; sourced and shortlisted vendors.
- Reduced staff turnover below industry average by cultivating a positive company culture and promoting accountability.
- Spearheaded 3 companywide system upgrades for improved vendor collaboration, project management, and staff education.

EDUCATION

BS in Nursing, Beauxbatons University

2014

AS in Nursing, Beauxbatons University






2013

Association: Member # 1234567, American College of Healthcare Executives

Challenge: “Hermione” wanted to move to another executive-level position at a leading healthcare organization. Her previous resume was not highlighting the key initiatives she led, but rather focused on day-to-day responsibilities. Moreover, the format of her resume was not ATS-friendly and therefore reduced her interview rate.

Action: During our information-gathering session, we discussed several healthcare initiatives she led. Because she was so accomplished in so many diverse areas, I divided her accomplishments into subsections under each experience. This also helped highlight Hermione’s executive-level expertise. Moreover, I built on my keyword research and elaborated on the skills required for her transition with her accomplishments.

Result: Hermione soon landed an executive-level role at another healthcare organization. Here is her testimonial from my LinkedIn profile:

 
Post Acute Care Team (PACT)
Director at 

February 8, 2019,  was a
client of Zunaira’s

Zunaira was a pleasure to work with. I was a client of hers. She is very skilled in her craft. Her communication was impeccable. She delivered a comprehensive product before the agreed upon deadline. I would highly recommend working with her.

HERMIONE, BSN, RN, CCM

HEALTHCARE EXECUTIVE

Previous Resume



234.567.0000



hermione@gmail.com



London



Linkedin.com/in/
hermionegranger

SKILLS

- Lead & Develop Others
- Strategic Planning
- Project Management
- Risk Assessment
- Utilization Review
- Achieve Success
Through Change
- Clear Communication
- Resource Management
- Attain & Leverage
Strategic Relationships
- Service & Quality Excellence
- Effective Decision Making

EDUCATION

BACHELOR OF SCIENCE

Nursing
Beauxbaton University
2013 - 2014

ASSOCIATES OF SCIENCE

Nursing
Beauxbaton University
2010 - 2013

PROFESSIONAL PROFILE

An executive professional with over 15 years operational leadership experience. I work closely with healthcare teams to build successful programs and operational foundations. From systematic strategic planning to training clinical staff, I focus specifically on taking complicated tasks like contract negotiation, government regulations, project management, and cost projections and simplify them into processes that achieve goals.

I am passionate about creating company cultures where employees are supported and can thrive and contribute their most gratifying, creative work.

EXPERIENCE

CHIEF OPERATING OFFICER

Ministry of Magic / 07.2017 to Present

Ministry of Magic is a Management Service Organization where I provide operational leadership and management delivered in conjunction with company vision and mission. I implement and assess effectiveness of policies and processes both internal and external to the company.

- Strategic Planning: business plan development, corporate goal setting, project management, contract negotiation.
- Financial Management: Develops and manages operational and capital budget, expense analysis, payroll, and special project cost projections.
- Systems Operation: clinical practice development, physician credentialing, company technology, and master contingency plan. Implement regulatory healthcare requirements, audit utilization management.
- HR/Staff Development: Hire, inspire, promote, discipline and terminate. Lead others to accomplish organizational goals, identify opportunities, remove barriers and provide resources for staff.
- Expanded operations to include 3 companies: MSO, physician group, medical billing. Responsible for revenue cycle management & operations of all.

DIRECTOR OF PATIENT OUTCOMES

Hogwarts Hospital / 03.2014 to 07.2017

Overall responsibility for developing and implementing hospital patient outcome strategies. Accountable for the daily operations of the Case Management, Utilization Management, and Health Information Management departments.

- Develop and manage CMS level appeals including ALJ, Additional Documentation Request (ADR) process, submission and staff education.
- Interpret Case Mix Index (CMI) and relate to reimbursement, utilization review and length of stay management. Medical necessity documentation review.
- Clinical & Medical staff development: physician on-boarding and development, author appeal letters and provide CMS compliance education.
- Joint Commission initial and continual certifications, policy and procedure implementation and documentation.
- Staff education and Functional Independent Measure (FIM) credentialing.
- PPS/DRG payments. Systematic facility wide process improvement.

HERMIONE, BSN, RN, CCM

TECHNICAL SKILLS

Microsoft Office Suite
 MAC OS
 Google Suite OWNER, CONSULTANT
 Adobe InDesign
 Electronic Medical Records
 Asana Project Management
 QuickBooks Full Service

EXPERIENCE continued

OWNER, CONSULTANT

Hermione Consultancy/ 03.2017 to Present

Hermione Consultancy was developed to provide requested consulting services to companies outside of regular employment. Services include: Strategic planning, leadership team and staff development, medical record analysis and process improvement.

MARKETING DIRECTOR / PAYMENTS DEPARTMENT SUPERVISOR

Gringotts Wizarding Bank / 03.2001 to 12.2011

Responsible for operations of the payments department and marketing initiatives resulting in increased assets and effective product delivery.

Financial: daily balancing of general ledger accounts and distribution of corporate overnight funds.

Growth: worked closely with Senior Management to plan for and build new operations center and open two new branch locations.

Innovation: three successful company-wide operating system upgrades, including vendor collaboration, project management and staff education.

Strategic Planning: collaborative with Board of Directors to determine goals and direction.

Success: national recognition by the Goblins National Association for effective marketing campaigns exceeding projected revenue.

Company Culture: cultivated a positive company culture resulting in below average staff turnover. Hire, inspire, promote, discipline and terminate staff.

REFERENCES

AVAILABLE UPON REQUEST

ASSOCIATIONS

AMERICAN COLLEGE OF HEALTHCARE
 EXECUTIVES

MEMBER # 1234567 ache.org

PERSONAL SKILLS

Results Driven, Attention to Detail, Organized, Creative, Personable

ACCOMPLISHMENTS

CERTIFIED CASE MANAGER

The Commission for Case Manager
 Certification 2016

MAGNA CUM LAUDE

Beauxbaton University 2014