

BECCA J. WERNER

EXPERIENCE

MANAGEMENT:

- 20+ years of management experience in an entrepreneurial, commercial contracting, and healthcare setting. Provide both day to day and long-term management and leadership in various facets.
- Implemented numerous programs, policies and procedures to ensure all aspects of the annual business plans are met (growth and profit). **Highlight:** *was appointed Manager of a national call center and asked to reverse the centers' revenue downward trend. Increased revenue by 30% within the first month of management and 105% for the remainder of the year. Able to exceed revenue growth projections throughout my time as Manager. First year under my management, call center revenue exceeded \$1M in gross revenue – by my third year, the call center revenue exceeded \$22M in gross revenue*
- Experienced in the development, forecasting, management and adherence to of budgets; reading, developing, interpreting P&L Statements, etc.
- Experienced in all facets of personnel management: employee recruitment/retention; personnel issues; employee relations; developed and implemented personnel policies (attendance, counseling programs, disciplinary action plans, etc.) **Highlight:** *Provided direct and indirect management of all personnel/departments, which included: supervisors, inside sales representatives, warehouse operations, document quality control, insurance verification/authorization, customer service, training department, data analysts and administrative support.*
- Extensive knowledge in problem solving regarding payment issues with clients and providers
- Managed operations by directing activities that are in line with established goals, objectives and policies set forth by management.
- Ensured proper reporting structure was adhered to within all departments
- Identified opportunities for improvement within each department
- Developed goals for all departments which were aggressive, yet obtainable, and tied to long-term goals as outlined in the business plan
- Due to increased growth, developed a strategy for the relocation of the call center to a larger facility. Strategy included site identification, meeting with contractors, designers, etc. on layout for new facility, relocation plan to avoid interruption of services.
- Extremely experienced in all forms of contract negotiations and developing partnerships with national, regional, state, and city organizations, plus all forms of public and private companies
- Experienced in all forms of proposals, RFI's, competitive bidding, credentialing, etc.
- Chaired many committees, hosted many forms/levels of meetings throughout my career.
- Always worked to establish a culture in which all employees, associates (whether working for or with me) to strive for continuous improvement.

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MARKETING/RESEARCH/PRESENTATION:

- Researched, wrote and implemented market assessments and strategic business plans for local city and statement development.
- Developed many presentations over my career including; managed care (health insurance) presentations to in-service internal staff on key components of managed care (internal structure, contacts, pricing negotiations products, etc.); a presentation outlining the organizations book of business outlining areas for potential growth.
- Assisted with, or developed independently, marketing materials, brochures, newsletters, etc.

CUSTOMER SERVICE, WAREHOUSE, DATA MANAGEMENT:

- Assisted in, and eventually managed, a national Sleep Support Call Center which provided customers with a centralized reorder process for CPAP/Bi-Level supplies.
- Created and conducted many training programs to include; order intake, customer service, complaint resolution, product education, increasing revenue, managed care (insurance) concepts, and overview of sleep apnea.
- Established and monitored all shipping activities to include product turnover rates, product management, inventory monitoring, shipping percentages, turnaround time on orders, etc.
- Developed a database for all contracts to include; initial set-up, training of new users and assisted with continued training of newly hired support staff, became a trouble shooter for the system errors and provided general software maintenance.
- Developed report layouts for gathering financial data allowing the company to track significant changes in revenue, held revenue or A/R issues.

EMPLOYMENT HISTORY:

January 2004 – Present	KANILLI ENTERPRISES, INC. Pleasant View, TN Vice President / Co-Owner Commercial Restoration Company
March 2001 – April 2008	AMERICAN HOMEPATIENT, INC. Brentwood, TN Manager, Sleep Support Center Manager, Managed Care Contracting
March 2000 - March 2001	FOCUS HEALTHCARE MANAGEMENT Franklin, TN National & Mid-America Regional Contracting Representative