

## JENNIFER XXXXX, MPH, MBA

123-456-7891 – Chicago, IL  
[jxxxxx@gmail.com](mailto:jxxxxx@gmail.com)

[www.linkedin.com/in/jenniferxxxxx/](http://www.linkedin.com/in/jenniferxxxxx/)  
<https://jennifer.wixsite.com/mysite>

### HEALTH CARE QUALITY MANAGER

**Inspire a Sense of Shared Purpose as Strong Mission-driven, Operational and Strategic Leader  
Lead Members, Leadership, Volunteers, and Industry Partners to Achieve Aggressive Goals**

- ▶ Transform team of 7 leadership advisors and oversaw 48 Chapter Presidents, receiving promotions and excellence awards.
- ▶ Increased membership by **80%** and volunteer pool by **1600%**, (8 to 134) via motivation, training, recruitment and retention.
- ▶ Strategically designed new products and services that exceeded current and future membership needs.
- ▶ Developed, coordinated and delivered leadership training modules and conferences for 7 regions nationwide including “train the trainer” programming that empowered chapter leaders to train their teams.
- ▶ Assembled key players for strategic planning summit where chapter vision, mission, and goals were crystalized.
- ▶ Achieve goals and overcome obstacles by maintaining project reports with status, expenditures, and planning timetables.
- ▶ **Computer:** MS Office, Publisher, Project, Advanced Excel, AccountEdge, Statistical Software, 2020 Giza, eLearn, VoiceThread

**Professional Motto: Build Trust Through Transparency, Accountability and Responsiveness**

#### PROFESSIONAL EXPERIENCE

**Quality Management and Regulatory Administrator, MPH/QM Intern III**  
**ADVOCATE AURORA HEALTH, ISO/Regulatory Dept.**

4/2018 to 2/2019  
Downers Grove, IL

*The 10<sup>th</sup> largest not-for-profit integrated health system in US with 27 hospitals and 500 sites of care.*

**Snapshot: Provided planning and implementation support.** As project team member, assisted in planning and implementing system policies, procedures, and guidelines for oversight committee. Coordinated logistics, highlighted key analytics, and presented findings to upper management.

- ▶ Collaborated with team, conducted hospital internal self-assessments; identified processes of care, areas of potential risk.
- ▶ Prepared Opportunities for Improvement (OFI) report using strong conceptual, quantitative, and qualitative analytical skills.
- ▶ Trained QMS Auditor/Mock Surveyor adept at internal hospital site survey/audits. Compiled, analyzed, presented audit data to Quality Leaders/ELT.
- ▶ Developed 20-page ISO 9001 guidelines manual along with implementation tools used to train 45+ Hospital Quality Management Leaders to implement ISO 9001 as part of integration initiative for the merged hospital system. After successful launch, now used by Leaders to train staff and as a reference manual for healthcare system employees.

**Elected Senior Leadership Positions (Voluntary Positions); Recipient of Multiple Service Awards**  
**AMERICAN SOCIETY OF INTERIOR DESIGNERS (ASID)**

1993 to Present  
Chicago, IL and Washington, D.C.

*National professional nonprofit association with 13,500 members and 48 State Chapters*

**Snapshot: Facilitated growth, enhanced association reputation, and added marketable value to members and industry partners.** First-class results led to high-visibility; invited to join National Board. Handled strategic planning, program development, program and plan development, project execution, budgeting and financial oversight, volunteer management, and leadership development.

- ▶ **State Level Positions: Legislative Chair; Chair, Strategic Planning Committee; Chapter President**  
**National Level Positions: Chair, Chapters' Support Team; Member, National Board of Directors, Board Director-at-Large, Legislation & Ethics Committee; Auditor, National Examiners Committee**
- ▶ Led IL Chapter, oversaw \$200K annual budget, increased volunteer pool from 8 to 134 members, achieved largest fundraising amount of \$100K during economic downturn.
- ▶ Empowered senior management to lead effectively by weaving culture of innovation into fabric of organization.
- ▶ Championed strong corporate partnerships and attracted major players. Streamlined sponsorship programs and maximized benefits by integrating peer group and industry partnerships with member engagement initiatives.

**Director, Design and Project Management  
IPD, INC.**

2011 to Present  
Naperville, IL

*Delivering creative solutions within budget and time frame for interior renovations.*

**Snapshot: Proven track record of success meeting client goals.** Handle all project management, design and construction coordination. Achieved 88% client referral and 87% client retention rates. Manage strategy and plan development; design, construction and execution; client relations, staff, finances, vendors, and regulatory compliance.

- ▶ Program Manager for multi-year design/construction projects valued at over \$12 Million in total project costs within past five years; delivering over 89% projects on time and within budget.
- ▶ Facilitate synchronicity in customer expectations and contractor delivery. Work in tandem with construction and installation teams, ensuring they meet material and cost requirements.
- ▶ Develop strategic plans, goals, work plans, resource allocation plans, budgets, and implementation plans.
- ▶ Received 15+ awards and industry recognition design excellence.

**Adjunct Professor, School of Art, Design and Architecture  
JUDSON UNIVERSITY**

2016 to Present  
Elgin, IL

*Christian college offering broad-based education in liberal arts, sciences and professions.*

**Snapshot: Created curriculum:** syllabi, content, lesson plans, presentations, instructional materials for 5 courses in new Interior Design program with concentration in architectural studies. Realigned and enhanced 4-year plan to meet accreditation standards.

- ▶ Hand-selected to collaborate with Provost and Program Chair and spearhead accreditation process.
- ▶ Attracted 50% more students in 2019 by designing more robust program.

**Tenant Improvement Coordinator, Interior Construction Manager, and Marketing Manager  
KNIGHTSBRIDGE DESIGN + BUILD, LLC.**

2004 to 2011  
Naperville, IL

*Construction company Commercial and office building contractors with projects ranging from \$4M - \$12M.*

**Snapshot: Earned client' trust** by delivering superior service and completing projects within budget and deadlines. Managed all aspects of interior renovation for wide range of commercial of clients, including design, schedules, inspections, budget, materials, and relationships with local municipalities. Interior projects ranged from \$120K - \$250K.

- ▶ Developed project proposals and presentations; advised clients on project factors including planning, layouts, feasibility studies, cost estimates, bid review, and process coordination.
- ▶ Developed project scope and schedules and managed team to ensure budget and time frame were met.

**PROFESSIONAL ORGANIZATIONS | BOARD MEMBERSHIPS**

State and National Elected Leadership Roles, (ASID) American Society of Interior Designers  
Member, ASQ, American Society of Quality  
Chairperson, Illinois State Board of Registered Interior Design Professionals  
College of Fellows, American Society of Interior Designers (Lifetime Appointment)

**EDUCATION & CERTIFICATIONS**

**Master of Public Health (MPH)**, Benedictine University, Lisle, IL (Cum Laude) - 2018  
**Master of Business Administration (MBA)**, Benedictine University, Lisle, IL (Cum Laude) - 2015  
**Healthcare Administration Certificate**, Benedictine University, Lisle, IL - 2015  
**Certificate of Epidemiology**, Benedictine University, Lisle, IL - 2018  
**Bachelor of Science (BS)**, Interior Design, University of Illinois, Urbana-Champaign, IL (Cum Laude)  
**Bachelor of Fine Arts (BFA)**, Art History, University of Illinois, Urbana-Champaign, IL (Cum Laude)  
**NCIDQ certified, Registered Interior Designer Illinois/Licensed Interior Designer**, Florida  
**LEED Accredited Professional**, Leadership in Energy and Environmental Design, USGBC, Washington, DC