

ANTRENETTE IVY
(949) 701-1723 Acivy1983@yahoo.com

Opportunity in Management to benefit from proven ability to...

Lead Sales Teams ♦ Increase Profit Margins ♦ Retain Customer Loyalty ♦ Streamline Operations

Experience in a business manager role with strengths in team management, business development, and operations. Demonstrated ability to build A+ teams; motivate staff to operate as a sales force; analyze financial reports to strategically market and plan business objectives; and run business operations efficiently and within budgets.

VALUE & ABILITIES OFFERED

. . . RECRUITMENT & TEAM MANAGEMENT . . .

Recruiting: Attends and participates in meetings, conferences, and seminars to maintain current knowledge of advances in the field. Coordinate and execute recruiting plans that meet fulfillment and budget; write job descriptions and post on job boards; conduct interviews, background checks, and orientation; follow EEOC guidelines,

Administration: Direct a team of 35 full and part time employees; organize staff scheduling for a 24/7 business; manage payroll and time cards with ADP, Krono's; administer disciplinary action when necessary, Proficiency in Windows OS, MS Word, MS Excel, MS Outlook, MS Internet Explorer. Oversees and participates in classifying, scanning, proofing, indexing, filing, storing, and destroying medical documents in accordance with established legal to ensure program compliance with applicable State laws and regulations.

Training: Plans, organizes, oversees, and participates in the operations and activities of the Electronic Health/medical records. Interpret, apply, and explain applicable laws, codes, rules, regulations, policies, and procedures. Train and supervises the performance of assigned staff. Develop and monitor skill-check lists ensuring staff are able to meet their job requirements; conduct regular staff meetings to re-establish goals, develop new goals. Develops and implements policies, services and procedures for integrated medical systems.

Development: Evaluate annual performance reviews to determine eligibility for advancement or need for additional training; encourage team effort in reaching long and short term sales and service goals. Develops and implements a quality assurance system to ensure compliance with medical protocols.

. . . BUSINESS DEVELOPMENT . . .

Financial Planning/Budgeting: Collects record retrieval fees and makes deposits in accordance with established procedures; maintains related financial records. Prepare annual budgets and business plans based on analysis of business and market trends; collaborate with department heads to develop growth strategies and set financial goals.

Marketing: Communicates with administrators, personnel, outside agencies, and vendors to coordinate activities, resolve issues, and exchange information. Establish and maintain cooperative and effective working relationships with others. Plan marketing events and network with outside vendors; *efforts have increased occupancy from 87% to 96%, resulting in an increase of revenue*

Customer Retention: Coordinates the records management and retention process with the corporate regional nurse. Ensure staff provides exceptional customer service; distribute and analyze customer service surveys; follow-up on survey results taking immediate action when necessary

Fiscal Management: Drive a culture of sales-generation among staff and marketing efforts; evaluate market competition to plan effective pricing strategies of products and services; control labor costs and overhead

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WORK EXPERIENCE

Belmont Senior Living/Memory Care, Charge Nurse

1/19-Present: **Summary:** Under the direction of the Program Director, I focus on creating a positive experience for all residents and their family members by providing patient care and customer service. Working with outside agencies, hospice, home health, physical therapist etc. to provide quality care for residents. I assist with the hiring, training, performance management and supervising of staff. Supervision responsibilities include handling call-offs, monitoring overtime ensuring shift duty list is complete, scheduling breaks and meals for staff, ensuring adequate supplies are available and ensuring residents' personal items are properly and securely stored.

Coastline ROP/Palm Terrace Skilled Nursing CNA Instructor

11/18- Present: **Summary:** Under the direction of an Instructional Administrator, a Regional Occupational Program (ROP) I provide instruction to secondary school or adult students in competency-based and clinical setting, career technical education courses in order to prepare them for college and career. Collaborate with fellow educators and industry partners in planning and modifying curriculum, instruction, and assessment through Professional Learning Community (PLC) and advisory boards.

OC Hospice, Charge Nurse

4/18-5/19: **Summary:** Under the direction of the Director of Nursing, I provide direct patient care / field visits, continuous care and rotation of on call, work as a team with the IDG, and complete documentation in EMR system (Hospice MD, HIPPA Bridge, etc). I have worked in skilled nursing settings, private homes, assisted livings providing direct patient care according to MD's orders.

Vivante Senior Living/Memory Care, Charge Nurse

6/17-1/19: **Summary:** Under the direction of the Program Director, I focus on creating a positive experience for all residents and their family members by providing patient care and customer service. Working with outside agencies, hospice, home health, physical therapist etc. to provide quality care for residents. I assist with the hiring, training, performance management and supervising of staff. Supervision responsibilities include handling call-offs, monitoring overtime ensuring shift duty list is complete, scheduling breaks and meals for staff, ensuring adequate supplies are available and ensuring residents' personal items are properly and securely stored.

Fredericka Manor Retirement/Care Nursing, Charge Nurse

5/14-12/16 **Summary:** Under the direction of the Director of Nursing, as a Licensed Vocational Nurse, I provided direct patient care, activities of daily living, and hospice care. Supervises staff and oversees patient care in accordance standards of care and practice and applicable state/federal regulations. Follows established facility policies and procedures while providing and coordinating resident care with other facility personnel. Monitors and oversees patient care to ensure that care plans and physician's orders are being followed by conducting rounds. Documents changes in condition and contacts physician or family members as required. Accurately administers medication and treatments MD orders.

The Covington Retirement/Care Center, Nurse Manager

4/11 – 3/13 **Summary:** Oversees the performance of routine nursing duties, monitors residents' health, interprets regulatory and company policies and procedures to ensure resident care needs are being met, and reports changes of condition. Maintains medical records for all residents to ensure compliance with regulatory agencies, RCFE Title 22 and ECS policies. Creates and monitors the departmental budget including reporting variances. Work cooperatively with staff, residents, doctors, social workers and maintain current knowledge of Title 22 Regulations, in providing quality care for Seniors. Work directly with Activity Directors or Administrators regarding activities for seniors. Instruct and assist in the growth and success of a diverse population of staff, and residents through careful preparation of training material from care and compliance through the state of California materials for older adults, effective training methodologies and informed critical feedback on assignments and discussions. Training includes, Alzheimer's and Dementia, Medication management, activities of daily living and safety. Maintain current knowledge and new technologies pertinent to areas of assignment; learn and apply emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized and timely manner. Participates in Resident Care Conference, and other committees as directed by the Executive Director.

The Covington Retirement/Skilled Nursing, Charge Nurse

10/08-4/11 **Summary:** Under the direction of the Director of Nursing, as a Licensed Vocational Nurse, I provided direct patient care, activities of daily living, hospice care and worked with Home health agencies to provide quality care for residents. Supervises staff and oversees patient care in accordance standards of care and practice and applicable state/federal regulations. Follows established facility policies and procedures while providing and coordinating resident care with other facility personnel. Monitors and oversees patient care to ensure that care plans and physician's orders are being followed by conducting rounds. Documents changes in condition and contacts physician or family members as required. Accurately administers medication and treatments per MD orders.

Masters Public Administration
Bachelor of Science in Nursing, RN
Bachelor of Science Allied Health
DSD Certified

