Monique Carver

Phoenix, AZ · monique.carver@example.com · (602) 555-0131 · linkedin.com/in/example-monique-carver

My Key Qualifications

- **5 years of operations management** across outpatient healthcare and high-volume retail, from Sprouts in late 2021 to current multi-site practice management.
- Manages daily operations for a group of **outpatient clinic and procedure sites** in the Phoenix market at Arizona Digestive Health.
- Cut average **patient wait time from 29 to 18 minutes** across 4 sites through workflow mapping, SOP redesign, and daily exception tracking.
- Improved **appointment utilization from 81% to 88%** and lowered call abandonment from 11% to 6% using Power BI trend reviews and staffing changes.
- Built **weekly and monthly KPI reviews in Excel and Power BI**, cutting reporting turnaround from 4 business days to 1.
- Raised internal **compliance audit scores from 89% to 96%** through checklist controls and supervisor coaching.
- Hands-on with **Epic, athenahealth, and Kronos** alongside root cause analysis and Lean process improvement.

Experience

Operations Manager — **Arizona Digestive Health**, a gastroenterology practice management organization with clinic and procedure sites

Apr 2023 – Present · 3 yrs 7 mos

- Manages daily operations for a group of outpatient gastroenterology clinic and procedure sites across the Phoenix market, covering patient flow, staffing coverage, provider support, and site-level operating standards.
- Built the weekly operating review process for clinic, call center, and revenue cycle metrics, standardizing source files in Excel and creating Power BI dashboards, and cut monthly reporting turnaround from 4 business days to 1.
- Led a Lean patient access improvement project across 4 sites, mapping front-desk and rooming workflows and redesigning SOPs to reduce average patient wait time from 29 minutes to 18.
- Partnered with scheduling leaders on open appointment capacity and no-show patterns, using Power BI trend reviews and provider template adjustments to lift appointment utilization from 81% to 88%.
- Improved call center service-level visibility for referral and patient scheduling teams with daily queue reporting and revised hour-by-hour staffing coverage, lowering call abandonment from 11% to 6%.
- Coordinated a documentation and audit-readiness refresh across assigned sites, using checklist controls, supervisor coaching, and monthly spot reviews to raise internal compliance audit scores from 89% to 96%.

Sample resume made with Specific Resume · specificresume.com

Assistant Operations Manager — **Sprouts Farmers Market**, specialty grocery retailer

Nov 2021 – Mar 2023 · 1 yr 4 mos

- Reworked front-end labor coverage around transaction volume and peak-hour demand, cutting average checkout wait time by 3.5 minutes using hourly transaction analysis in Excel and revised shift assignments with department leaders.
- Standardized receiving and backroom handoff steps for promotional inventory by documenting SOPs and setting timed checkpoints between teams, cutting shelf replenishment delays from 2 days to same day for 8 weekly promotions.
- Led a root cause review of service complaints tied to item availability, tracking patterns by department, auditing execution, and coaching supervisors on follow-through. Weekly complaints dropped from 17 to 9.
- Supported daily service execution, labor scheduling in Kronos, and manager follow-up on store performance metrics, coordinating issue resolution across front-end, receiving, and merchandising teams.

Education

- **Arizona State University** — Bachelor of Science in Healthcare Administration · 2017 – 2021

Skills

- **Tools & Systems:** Microsoft Excel, Power BI, Epic, athenahealth, Kronos
- **Operations:** Multi-Site Operations, KPI Management, Lean Process Improvement, Patient Flow, Staffing Productivity