

JESSICA FRENCH

IT PROJECT MANAGER

Home Health Care | Healthcare Finance & Reimbursements | Healthcare IT

JessicaFrenchh@outlook.com • (555) 555 - 5555 • New York, NY 10026 • [Linkedin.com/in/JFrench](https://www.linkedin.com/in/JFrench)

PROFILE

Tenacious and tactful **IT Project Manager** with 20+ years of experience managing large, diverse, and complex projects in the home health care industry. With a keen ability to develop and implement operational best practices and process improvements, is an expert at managing projects in the software implementation, finance, healthcare reimbursement, information technology, clinical informatics, and quality improvement space. Confident project leader, equipped with both tactical and strategic management skills, who seamlessly facilitates all phases of the project lifecycle, from project scoping through training and maintenance.

Project Management: Software Implementations, Software Integrations, Resource Allocation, Project Scoping, Budgeting, Quality Control, Lean Six Sigma

Operations: Best Practice Development, Process Improvement, Continuous Improvement, Root Cause Analyses, KPI Tracking, Analytics & Reporting, Customer Success, Contract Negotiations, Team Management, Strategic Planning, Compliance

Tools: MS Office, Mavenlink, Atlassian, ContinuumLink Home Health Care Software, Kinnser Home Health Care Software

PROFESSIONAL EXPERIENCE

Home Health Center, Boca Raton, Florida

May 2013 – Present

IT PROJECT MANAGER

Home Health Center develops web-based home care software solutions for skilled home care, staffing, ACO, hospice, and non-skilled home care businesses in North America. As an **IT Project Manager**, manages software implementation projects throughout the US.

Core activities include:

- Directly managing multiple, concurrent software implementation projects, ensuring deliverables are met on time and under budget
- Defining project objectives, collaborating on scopes of work, and overseeing quality control throughout the project lifecycle
- Fostering strong customer partnerships and acting as a liaison between Home Health Center and its clients
- Researching and implementing state Medicaid billing requirements, ensuring all internal and external activities are compliant with relevant home health regulations

Notable Achievements

- Successfully led the implementation of Home Health Center software with a state mandate electronic visit verification (EVV) interface at an industry-leading home health agency with 26+ offices and 3k users

Towers Home Care & Rehabilitation Services, Orlando, Florida

December 2007 – May 2013

DIRECTOR OF FINANCE & OPERATIONS

Towers Home Care & Rehabilitation Services is a licensed, non-profit, Medicare certified, home health and outpatient therapy agency that provides nursing and rehabilitation services to residents of Orange, Seminole, and Osceola counties. As the **Director of Finance & Operations** at Towers Home Care & Rehabilitation Services, maintained responsibility of all financial and operational aspects of the organization, including intake, medical records, billing, collections, financials, and software maintenance. Core activities included:

- Implementing and facilitating a comprehensive business office, operational, and clinical review and revision process
- Redesigning workflows to increase revenues and reduce accounts receivables
- Maintaining consistent cash flow through regular cash flow analysis

Notable Achievements

- Project manager for the internal implementation of Kinnser home health care software solution

Munroe Regional HomeCare, Ocala, Florida

August 2001 – December 2007

BUSINESS OFFICE MANAGER

Munroe Regional HomeCare, a division of Munroe Regional Medical Center, is a licensed, Medicare certified, home health agency that provides customized, patient-centered home health services to patients with needs ranging from chronic disease management to physical therapy. As the **Business Office Manager** at Munroe Regional HomeCare, maintained responsibility of all business operations, including provider reimbursement, human resources, material management, medical records, information systems, and vendor management. Core activities included:

- Researching, developing, and facilitating projects in alignment with the organization's strategic plans and objectives
- Building support with key internal and external stakeholders to influence decisions and ensure collaboration towards a common objective
- Developing root cause analyses and process improvement plans
- Initiated and executed contract negotiations with 3rd party payers
- Creating, maintaining, and organizing operational and project documentation and artifacts
- Identifying, implementing, and documenting organizational, technology, and human capital workflows
- Updating job knowledge by participating in educational opportunities, reading relevant publications, and maintaining professional networks
- Coordinating activities of cross-functional teams, ensuring all resources are allocated to maximize efficiency and effectiveness

Notable Achievements

- Project manager for the internal implementation of McKesson software solution
- Developed best practices for agency operations which ensured consistent cash flow and reduced accounts receivables by 25%
- Participated in Six Sigma leadership training

Independent Home Health Services, Ocala, Florida

September 1991 – August 2001

BUSINESS OFFICE MANAGER

Independent Home Health Services delivers professional home care and live-in care services, including dementia care, Alzheimer's care, occupational therapy, and speech therapy. As the **Business Office Manager** at Independent Home Health Services, maintained responsibility of all business operations for the Ocala market, including charge entry, intake, accounts receivable, and human resources. Core activities included:

- Training and supporting Office Managers at 15 other enterprise locations throughout the state
- Facilitating training sessions on operational process improvements to increase productivity and reduce account receivables
- Leading project teams to control project scope, schedule, cost, and quality
- Reviewing team members' work for adherence to internal and governance guidelines
- Conducting market research to maintain current knowledge of industry trends and developments
- Developing and maintaining documentation in relation to projects, KPIs, workflows, and process changes
- Meeting financial requirements by forecasting requirements, assisting in the preparation of budgets, scheduling expenditures, and analyzing variants
- Identifying and proactively mitigating project and business risks

EDUCATION, CERTIFICATIONS & TRAINING

Florida State University, Tallahassee, Florida

May 2000

Bachelor of Science in Professional Administration

Project Management Institute

August 2018

Project Management Professional (PMP) Certification

PMI SeminarsWorld

July 2017

Agile Portfolio Manager: Advanced Lean-Agile Practices Training