

DAVID CORBIN, MBA

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OPERATIONS EXECUTIVE

Results-driven operations leader with a 20-year history of championing immediate long-term improvements.

Rescued 7 different accounts by rebuilding programs, setting and achieving metrics and building strong and sustainable client relationships, resulting in contract renewals under extremely challenging circumstances.

Strategic problem-solver who envisions smart solutions and executes with urgency.

Highly effective, bilingual (English/Spanish) team leader capable of propelling teams to top performance.

STRATEGIC LEADERSHIP | REVENUE GROWTH | OPERATIONAL MANAGEMENT & TURNAROUND

MULTIMILLION-DOLLAR P&L MANAGEMENT | FINANCIAL ANALYSIS

CLIENT RELATIONSHIP DEVELOPMENT & MANAGEMENT | PRESENTATION DEVELOPMENT & DELIVERY

TEAM LEADERSHIP & DEVELOPMENT | LEAN MANAGEMENT

PROFESSIONAL EXPERIENCE

ALLWELL HEALTHCARE, INC. | CLEVELAND, OH

2006–Present

Top-rated healthcare facilities management company operating the Support Services departments for hospitals.

Regional Director of Operations | (2016–Present)

Promoted to oversee region with 7 separate contracts generating combined annual revenue of \$7.4M. Manage all operations for clients, patients and staff with 7 Director direct reports and their management teams. Set financial targets, design/implement/monitor programs, account retention and growth, support sales and development.

- Boosted patient satisfaction scores to state average or above (increase of 5.4%) in first 6 months for all 7 accounts.
- Elevated financial performance of all accounts and surpassed budget targets by 6% in year 1.
- Rescued 3 accounts with previously unsatisfied customers by aligning goals with strategic vision.
- Remedied various account performance issues by improving workflow process and collaborating with clients.
- Chosen as 1 of 5 for select committee to revise division corporate operations audit tool and executive report.

Resident Regional Director of Operations | Green Bay, WI (2012–2016)

Challenged to salvage impaired client contract to ensure all metrics exceeded customer expectations and supported all patient needs. Managed leadership team of 22 and 410 employees for Environmental Services and Grounds departments in multiple facilities with \$23.9M revenue.

- Rocketed patient satisfaction from 52 to 77+ in 3 years—90 percentile ranking.
- Executed multimillion-dollar patient room cleaning initiative.
- Raised employee engagement scores by 25% while reducing turnover.
- Delivered 19% revenue growth in 3 years with add-on business due to increased customer satisfaction.
- Revitalized management team, resulting in 70% internal promotions for leadership vacancies through training and development programs.

General Manager | Portland, OR (2009–2012)

Directed management team of 4 departments (Engineering, Patient Transportation, Environment of Care/Safety, and Environmental Services) in multiple facilities. Chosen by a Division President to reverse failed performance and preserve customer contract.

- Secured 5-year contact with client.
- Renovated all 239 patient rooms in 6 months.