

# SARA P. MILLER

 <b>Address:</b>	 <b>Phone:</b>	 <b>Email:</b>
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## CAREER PROFILE

Collaborative and forward-thinking healthcare services management professional with fourteen years' progressive experience in the nonprofit healthcare industry. Expertise in data management and presentation, policy analysis, staff training, governmental regulations, and community resources. Proven record of cultivating positive community relations with healthcare providers and referral sources. Graduate coursework completed in organizational development and leadership, health policy, and financial management.

Technical Proficiencies: Microsoft Office (Word, Access, Excel, PowerPoint); Adobe Systems, SmartDraw Project Management Software, and Synergistic Office Systems Software

## PROFESSIONAL HIGHLIGHTS

### *Clinical Administration*

- Project Management** – Implemented large-scale healthcare administration projects including standardizing compliance monitoring and streamlining processes for a two-thousand client database.
- Growth Management** – Developed growth strategies that improved quality of healthcare for at-risk populations within the community; launched an on-site pharmacy that reduced transportation barriers.
- Multi-Site Management** – Coordinated the development and expansion of a rural out-patient clinic; led Assertive Community Treatment Teams.
- Communications** – Create policy and procedural manuals; facilitate interdepartmental communications improving overall productivity and efficiency; strengthen community relations with healthcare providers.
- Research and Grants** – Co-wrote and coordinated grant proposals, and awarded contracts for the last seven years.

### *Benefits Administration*

- Client Appointment Compliance** – Implemented and maintained an overall clinic no-show rate of less than 10% for the last seven years.
- Leadership** – Provided government compliance guidance to administrative and healthcare staff of twelve.

## PROFESSIONAL EXPERIENCE

<b>Clinic Administrator</b> East NC Clinic, Inc.   Kinston, NC	Sep 2004 - Present
<ul style="list-style-type: none"><li>• Provide administrative oversight of rural out-patient mental health clinic and integrated healthcare practice of 1,940 clients.</li><li>• Manage scheduling and provide administrative support for 15 healthcare professionals, 10 administrative and clinical support staff, and billing department. Oversee hiring and staff training; direct supervision of all staff.</li><li>• Implement program and project development to expand healthcare services within rural community to underserved populations.</li><li>• Develop and monitor a 3 million dollar budget including management of grant deliverables.</li><li>• Provide development and administrative oversight to newly created pharmacy.</li></ul>	
<b>Benefits Administrator and Personnel Assistant</b> Go Beyond, Inc.   Goldsboro, NC	Apr 2000 - Aug 2004
<ul style="list-style-type: none"><li>• Managed, audited, and facilitated all benefit programs for agency including COBRA administration, short-term and long-term disability; requested bids and supplied business manager and board of directors with recommendations for budget purposes.</li><li>• Managed employee personnel and benefits files, and assisted in policy changes and updates based on federal and state legislation.</li><li>• Served as HIPAA security officer and facilitated all HIPAA policies and practices to ensure agency remained in compliance.</li></ul>	
<b>HR and Operations Manager</b> Home Health Corporation of North Carolina   Goldsboro, NC	Jan 1999 - Apr 2000
<ul style="list-style-type: none"><li>• Handled employee records; processed payroll; audited, verified and maintained employee benefits.</li><li>• Provided Human Resources support for corporate office of 20 employees.</li></ul>	



- Participated in quality improvement projects, employee recreation committee, and other employee-related activities.

**Medical Records Administrator**  
Smith and Associates | Kinston, NC

Aug 1998 - Jul 1999

- Managed patient accounts and maintained patient records including admissions, re-certifications, and discharges for a 15-physician clinic.
- Processed and tracked physicians' orders and treatment plans, and prepared weekly route sheets for billing.
- Contributed to Quality Improvement (QI) projects and streamlined billing and admissions processes.

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## EDUCATION

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**Master of Science in Healthcare Administration**  
Walden University | Minneapolis, MN

Expected: Jun 2025

**Bachelor of Science in Human Resource Management**  
Eastern Carolina University | Fayetteville, NC

2000

**Certified Medical Assistant**  
Wake Technical Community College | Raleigh, NC

1998

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## PROFESSIONAL AFFILIATIONS

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**Member**  
Mental Health Association of North Carolina

2013 - Present

Conference Committee Lead (2019 - 2022)

**Member**  
Community Behavioral Health Association of North Carolina

2012 - Present

Board Member (2017 - Present)