

Experienced Manager with over 15 years of extensive experience and expertise in leading high-performing teams, maintaining strong relationships with stakeholders, and optimizing workflow processes. Skilled in conducting needs assessments, devising training programs, and implementing performance improvement initiatives. Highly skilled in implementing and adhering to best practices. Excellent organizational and time management skills, able to prioritize tasks and delegate responsibilities effectively. Proactive and results-driven, able to motivate and inspire team members to achieve their goals. Strong leadership skills, able to guide team members to achieve their full potential while maintaining a positive and productive work environment. Ability to recruit, train, and mentor new employees. Demonstrated ability to problem-solve and make strategic decisions under pressure. Proficient in project management, able to effectively plan and execute projects from start to finish.

Areas of Expertise

- ◆ Team Leadership
- ◆ Customer Experience
- ◆ Project Management
- ◆ Coaching
- ◆ Conflict Resolution
- ◆ Training & Mentorship
- ◆ Stakeholder Relations
- ◆ Consulting
- ◆ Performance Evaluation
- ◆ Operational Oversight
- ◆ Strategic planning
- ◆ Teamwork

Professional Experience

NYU Langone, Long Island Pediatric Ophthalmology, Practice Manager

2017 – Mar 2023

Administer complete workforce, and engage with patients, parents, and physicians. Demonstrate expertise in handling EPIC computer systems. Facilitate scheduling of physicians for both office visits and surgical procedures. Conduct interviews and make hiring decisions.

- Ensured seamless operation of office during takeover, implementing new protocols, and managing changes in physicians and staff.
- Oversaw front desk duties alongside managerial role, handling patient check-ins, phone inquiries, and scheduling surgeries for ophthalmologists.

Winthrop University Hospital, Mineola Pediatric Ophthalmology Practice Manager

2015 – 2017

Conducted interviews and recruited new office staff. Supervised and collaborated with staff, and engaged with physicians, patients, parents, and sales associates. Managed schedules for doctors, both in-office and hospital settings.

- Organized Ophthalmologist's daily schedule for efficient time management, to provide excellent patient care, perform surgeries, and train residents effectively.
- Achieved outstanding performance in implementing MDINTELLISYS electronic medical records.

Stephen D Kronwith MD, Ph.D. Mineola Office Manager

1989 – 2015

Established and implemented practice policies from day one, including overseeing staff recruitment and management, scheduling and coordinating inpatient and outpatient appointments, and maintaining effective patient communication. Ensured orderly and well-supplied office environment, enhancing staff productivity and patient comfort.

- Verified insurance coverage and proficiently managed all billing processes, achieving timely payment and maintaining high level of accuracy.