

Lysander Amado

OBJECTIVE: To secure a challenging leadership position that will utilize my operations experience and skills at creating and innovative problem solving

PROFILE: Highly skilled, hardworking, self-motivated, and detail-oriented manager with exceptionally strong people skills. Able to meet aggressively deadlines both as leader of a team or individually. Adapt to overcoming obstacles and implementing organizational change. Experienced at leading and mentoring staff, project management, and directing large-scale initiatives. Dedicated team player with the ability to work well under pressure and with people at all levels of an organization

EDUCATION:

Bunker Hill Community College, Boston, MA

- Associates Degree, **Information Technology Transfer Option**

May 2018

Endicott College, Beverly, MA

May 2014

- Masters of Science, **Healthcare Management and Project Management**

Fisher College, Boston, MA

May 2012

- Bachelor of Science, **Business Management**
- Associates Degree, **Business Administration**

WORK EXPERIENCE:

Ambulatory Training & Development Coordinator

Cambridge Health Alliance

June 2017- Present

- Suggested latest enhancements for existing Epic applications.
- Deploy the newly created courses into the Health Stream learning management system.
- Manage registration process and logistics for key training components that are part of the departments central services as assigned; programs, quality initiatives, specialty programs, practice redesign workshops,
- Lean Collaborative, PCMH campaigns, AMC and Community Retreats, Leadership Summit, and other programs as assigned.
- Work with Regional Director Operations (RDO) leadership in support of their group's participation in education and training events
- Effectively collaborate with Center teams to implement training and education programs that are developed.
- Creatively develop training to meet the variable training needs that exist (e.g. Webex sessions)
- Promote continuous improvement at Cambridge Health Alliance practices.
- Promote continuous improvement within the Center for Population Health.
- Develop effective relationships with network leaders, physician leaders, and CHA staff.

Cambridge Health Alliance

2007-Present

Windsor Health Center, *Practice Manager* (2013-May 2017)

- Under direction of the Sr Director, Primary Care, accountable for the financial, service quality and operations functions of the Windsor Primary Care.
- Works in conjunction with the site Medical Director and Nurse Manager in achieving the highest level of clinical operations performance
- Supervises non-clinical staff and functions.
- Develops and maintains effective systems for care delivery, including telephone, registration, charge entry, appointment scheduling, reception, medical records, referral management, and interpreting systems
- Provides support to the staff in the provision of the highest quality patient care delivered in a compassionate, culturally sensitive efficient, cost effective manner.
- As a member of the site leadership team, works to encourage innovation and initiate and lead quality improvement projects such as Patient Centered Medical Home and NCQA certification
- Accountable for compliance with budget and financial performance goals for the site and for ensuring the maintenance of an attractive and functional Health Care facility.

Somerville Hospital, *Interim Assistant Project Manager* (April 2013-September 2013)

- Responsible for assisting the Director of Ambulatory Performance Improvement, Primary Care Business Manager and Ambulatory Operations and Quality Project Manager in advancing a variety of projects

- Analyze competing priorities, financial/resource constraints and schedule considerations to determine costs and potential benefits
- Physician template/smart phrase support
- Responsible for clerical duties and activities related to quality, access and budgets
- Assisted in Advanced Access current state analysis and upcoming launch preparation by conducting interviews with site leadership, creating an analysis tool, collecting data and analyzing key metrics
- Prepared reports and maintained documentation regarding the progress of the Advance Access project
- Collaborate with physicians, nurse leaders and staff
- Traced and resolved critical issues related to manpower and the project to minimize risk factors, anticipate and address barriers

Cambridge Family Health, *Operations Supervisor* (2011-2013)

- Accountable for the financial and operation functions of the Cambridge Family Health and Cambridge Family Health North Sites
- Provided leadership, direction and coordination for general clinic operations
- Supervised and managed performance of 25 administrative and clerical employees
- Managed in-house authorizations and referrals process using Epic Systems and also medical records.
- Facilitated positive communication among providers and Staff
- Evaluated and determined appropriate clinic policies and procedures
- Evaluated efficiency of departmental staff and operations functions
- Participated in continuous quality improvement systems
- Coordinated with leadership team in site planning process and day to day operations
- Communicated efficiently and intensively with staff, superiors, clients, sub contractors and vendors to establish effective working relationship.
- Actively participated in MACIPA and PCMH quality initiatives process and outcome measures

Malden Family Medicine Center, *Lead Practice Medical Receptionist/Scheduler* (2007-2011)

- Assisted Operations Manager in work flows and clinic operations
- Lead, facilitate and execute the process of scheduling 24 residents and making individual blocks for each resident
- Monitored billing quality, productivity reports and medical records
- Supervised all charge entry and billing functions for Epic, Meditech and Athena
- Epic Teaching
- Experience with Medicare, Medicaid managed care and other Private insurances
- Maintained the highest standards for HIPAA and JCAHO protocol
- Adhere to scheduling timeline and policies, meeting both educational and service demands
- Create a daily provider sheet, listing all providers on for each day, that is used throughout the clinic
- Communicate and collaborate with specialty providers in the community to staff residents off-site
- Ability to analyze problems, reach practical conclusions and institute effective changes
- Responsible for scheduling advisor, director and coaching meetings for all residents

United States Army Reserve
Specialist

2009-Present

- Extensive experience and knowledge of terminology regulations, policies, methodologies, and concepts of the logistical arena. Capability to see the overall picture of the task and apply forward thinking. Experienced in analyzing multiple data sources to understand and act upon trends, recommend actions and or solutions. Analytical expertise using a multitude of resources to find facts, identify problems and ways to solve them. Extensive experience on communicating orally, through video or telephonically while utilizing different sources and/or applications, to project status and/or proposal of logistics operations.
- Objective driven, forward thinking capable of induce the bigger picture to better accomplish all tasks. Little to no supervision received and required to independently plan and perform all tasks until completion. Effectively filled the gaps using sound judgment and experience when doctrine is not completely clear by developing standard operating procedures to improve effectiveness or efficiency.
- Adaptive thinking on operations based on location, regulations, requirements, objectives and operations. Made on the spot decisions based on the effects or projected outcome due to priority overload and/or workload. Vast experience on the Command Supply Discipline Program, evaluations and audit readiness.
- Strong supporter of equal opportunity on the workforce. Consistently displays the highest level of integrity, loyalty and selfless service regardless of the situation. Provides an excellent example with his

attitude and professionalism for peers and subordinates alike. Possesses a degree of excellence and integrity rarely observed.

Apollo Security

2005-2008

Lead Security Officer

- Trained in Symplex high-rise building alarm and security techniques in foot and vehicle patrol
- Customer service security desk and incident reporting

SKILLS/SPECIALTIES:

- Proficient in Athena, Medi-Tech, Microsoft Word and Excel, Epic, Emdeon, Nehen, SNAGIT
- Bilingual and bicultural in Cape Verdean Creole.
- Fluent in Portuguese and Spanish.