

# **TERRI S. BURGESS, MBA, CMPE**

◆ Pembroke Pines, FL 33027 ◆ (954) 292-5300 ◆  
burgess.terri60@gmail.com

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## **OPERATIONS EXECUTIVE**

**Goal focused, highly motivated healthcare professional with more than 15 years of experience in medical office management, business operations, administration, client relations, and staff training.**

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**◆ Operations Management ◆ Practice Management ◆ Strategic Business Planning  
◆ Budgeting & Forecasting ◆ Program Development ◆ Lean Methodology**

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## **PROFESSIONAL EXPERIENCE**

**UM- MILLER SCHOOL OF MEDICINE - Miami, Florida** **2014 – Present**  
Senior Practice Manager, Division of Pediatric Cardiology, Nephrology and Critical Care Medicine

Provide service line administration, practice management, patient relations, management information systems, patient billing, research and teaching activities within University of Miami Miller School of Medicine Pediatric Clinical Department. Supervise staff within the Pediatric Subspecialties assigned. Manage Divisional offices located at Jackson Memorial Hospital and University of Miami locations.

- Provide administrative and clinical supervision to ensure the effective implementation of patient services.
- Prepare operational and financial reports. Analyzing data and making appropriate recommendations.
- Monitor usage of facilities in order to increase efficiency and profitability.
- Analyze and review financial and productivity reports.
- Assist and prepare annual operating budgets for Division's.
- Assist the Research Team in the grant process.
- Assist with clinical trials protocols and procedures.
- Monitor space allocations for Division's.
- Oversee observers from the Harrington Program.
- Spearhead all facets of Pediatric Nephrology International Annual Seminar that host approximately 150 faculty members from around the world.
- Collaborate monthly with senior management at Holtz Children's Hospital on Pediatric Cardiology service line.
- Responsible for preparing payroll, reimbursement requests, purchase orders, account reconciliations and departmental budgets.
- Monitor open encounters to ensure timely billing of services rendered.
- Process Meaningful Use Attestations for all Pediatric Faculty.
- Process Reappointment applications for Faculty.
- Responsible for hiring, training and performance evaluation of staff.

**SHERIDAN HEALTHCARE, INC. - Sunrise, Florida**  
Manager, Business Development Operations (2005-2013)

**1997 – 2013**

Directed and managed day to day operational activities for Sheridan's Business Development units. Accountable for oversight of operational functions related to company's Sales, Research and Marketing groups. Trained new hires ensured compliance and ongoing oversight of all group members with respect to department policies.

- Developed and implemented a Database Tracking System which led to an effective process for communicating active sales projects to company's Clinical and Executive Leadership Team.
- Composed and submitted 62 winning proposals that resulted in generating new organic business.
- Supported company's marketing initiatives by increasing brand visibility in marketplace.
- Company grew by 20% annually with high profit margins during tenure.
- Provided ongoing training to Sales, Marketing and Research groups on department's database management system which produced 98% employee proficiency.
- Facilitated new initiatives utilizing lean methodologies that ensured the sustainability of standard work processes.
- Controlled expenditures to stay within departmental budget.
- Assisted in development of marketing materials, advertisements, conferences, and presentations that increased market awareness of product service lines.
- Developed competitive profiles to stay abreast of competition.
- Performed research and data collection for development of special reports.
- Attended numerous industry conferences and training on market trends and procedures.
- Worked closely with cross functional teams including senior management to create work flow processes that drove performance.
- Provided statistical information for quarterly report presentation to the Board of Directors.
- Organized and led 36 national, regional and local industry specific trade shows.
- Participated in on-site sales and marketing activities related to industry trade shows, calls and site visits to prospective clients.

#### Office Manager (1997-2005)

Managed daily business operations and medical care delivery for a busy OB/GYN practice. Facility was one of 19 office based practices that Sheridan Healthcare acquired. Supervised a team of 18 employees. Prepared payroll handled all banking operations and maintained petty cash funds. Arranged and monitored physician/nursing schedules. Prepared and balanced end of month closing and assisted with year-end budget compilation.

- Effectively managed 130-150 patients daily by instituting an appointment scheduling system that allowed for efficient patient flow processing and reduced waiting time.
- Recruited, hired and trained new and existing employees in office policies, procedures and systems.
- Decreased bad debt expense by 12%.
- Supervised billing personnel.
- Developed performance goals and objectives and performed all formal performance reviews.
- Awarded manager of the year-1999 and 2003.
- Directed the opening of a second office location.
- Exceeded quotas on a regular basis.
- Earned bonuses on a regular basis for exceeding monthly financial goals.
- Maintained expenses within practice budget.
- Monitored compliance with regulatory agencies.
- Handled all material management needs.
- Audited documentation and forms for proper execution.

**ELLEN LEBOW, OB/GYN AND ASSOCIATES** - Aventura, Florida  
Office Manager

**1996 – 1997**

Managed and oversaw the daily business operations and medical care delivery for a solo OB/GYN practice. Scheduled all inpatient/outpatient surgical procedures and handled all facets of Revenue Cycle Management.

- Supervised a staff of six employees.
- Reduced DSO by eleven days.

### **EDUCATION**

**Executive MBA - Health Sector Management and Policy**  
University of Miami, Coral Gables, FL

**Bachelor of Science**  
University of Miami, Coral Gables, FL

### **PROFESSIONAL AFFILIATIONS**

American College of Healthcare Executives  
Medical Group Management Association  
South Florida Medical Group Management Association- Membership Chair  
Strategic & Competitive Intelligence Professionals

### **SOCIAL AFFILIATIONS**

Las Verdes Condominium Homeowners Association Board Member  
Big Brothers Big Sisters of Broward County Mentor