**Robert D. Pearce**

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**Director of Operations & Project Management**

**Business Operations**

**Financial Management & Analysis**

**Project Management**

**Cross-Functional Team Integration**

**Business Development**

**Strategy Implementation**

**Professional Experience**

**Senior Helpers & Town Square 10/2018 – 6/2020**

**Director of Operations (3/2019- Present)**

* As a member of the leadership team, I routinely work with cross-functional teams to develop and execute plans for process improvement and growth for a nationwide franchise.
* Assist new owners with site selection, lease negotiation and all construction phases for a new franchise brand.
* Key principal in the construction, staffing and opening of our first 11,000 sq. ft. facility.
* Work directly with state and local regulatory agencies to ensure compliance in operating states.
* Co-develop marketing & sales efforts to identify top growth priorities and respond to referral trends.
* Develop operational and customer support teams, KPI’s and performance measurement.

**Project Director (10/2018 – 3/2019)**

* Lead project manager in driving two initiatives that fundamentally changed risk assessment of patients and grew top line revenue by 12%.
* Collaborated with executive leaders to improve services to clients and franchise owners

**Valley Health System 3/2017 – 9/2018**

**Director of Business Operations**

* Responsible for all operational teams, including IT support, patient intake, billing & collections, and business development of region’s largest home health provider.
* Improved data capture and analysis process by training discharge planners across hospital system, which allowed us to drive market share from 75% to 82% in 6 months.
* Coached sales team and helped build strong relationships with community providers.
* Collaborated with clinical directors to improve patient service quality.

**Maxim Healthcare Services, Inc. 1/2000 – 3/2017**

**Project Manager & Business Partner (4/2013 – 3/2017)**

* Chosen to help develop a new EPMO department for $1.3B healthcare company.
* Created RFI & RFP processes for 2, multi-million-dollar system replacement initiatives.
* Developed monthly training schedule for 2-year deployment of new EHR system.
* Collaborated with departments across the organization to implement best practices.

**Director of Payroll (4/2008 – 4/2013**)

* Responsible for efficient payroll operations, paying 32,000 employees weekly in 40 states.
* Led 50-member department from ‘Worst to First’ in 18 months by improving team alignment, processes and customer service.
* Reduced garnishment penalties by $100,000 in year 1 and payroll operating expenses by $400,000 annually by end of year 2.
* Implemented payroll best practices in over 300 offices, including standardized pay dates and electronic payment, increasing direct deposit from 50% to 80%.

**Regional Assistant Controller (1/2000 – 4/2008)**

* Responsible for weekly G/L entries and monthly P&L reconciliations.
* Collaborated with regional, clinical and branch leadership to achieve goals for a region with 28 offices, generating over $200M in annual revenue.
* Responsible for 22-member billing & collections team, reducing Over-90 accounts from 22% to 9%
* Helped coach and train new office managers in business operations.

**Education & Certifications**

* MBA, University of Baltimore, Baltimore, MD
* BS, Business Administration/Finance. Salisbury University, Salisbury, MD
* PMP, Project Management Institute

**Industry Experience**

* Franchising; Home Health; Home Care; Adult Day; Medical Staffing