

# KAREN COFFEY, MBA

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## Transformational Leader ~ Organizational Development & Human Resources Strategist ~ Astute Partner & Collaborator

High-achieving professional with a career marked by success translating organizational vision and core strategies into outstanding operational performance. Practiced in analyzing organizational needs, identifying solutions, and aligning strategies with business requirements; skilled in designing and implementing innovative training and development solutions that are effective in advancing employee capabilities. Trusted partner and advisor to senior leadership in the areas of change management, policy, best practices, and emerging trends. Core competencies:

Training Curriculum Development | Gap Analysis | Training Requirements | Program/Training Rollout  
Learning Management Systems | eLearning/Instructor Led/Blended Learning | Project Management  
Relationship Management | Budget Development/Administration | Performance Tracking | Collaboration  
Microsoft Word | Microsoft Excel | PowerPoint Banner | ACT

## DYNAMIC LEADERSHIP APPROACH



## SELECTED ACCOMPLISHMENTS

- ▶ **Partnered with senior leadership in designing and implementing learning strategies** to elevate the skillsets of existing staff.
- ▶ **Met with key stakeholders to identify objectives and build consensus;** conducted learning needs analysis, formulated learning and development strategies, and implemented initiatives based on the organization's business needs.
- ▶ **Devised processes, programs, and infrastructures focused on utilizing staff effectively and maximizing resources;** wrote employee manuals, policies and procedures, and handbooks to standardize operations and ensure consistency.
- ▶ **Led up to 50 staff and administered budgets upward of \$6 million.**

## PROFESSIONAL EXPERIENCE

### ALLIED HEALTHCARE SERVICES, Tampa, FL

2014-Present

#### Chief Operating Officer

Establish objectives and manage all aspects of operations, budget, human resources, and licensing for the existing Tampa North clinic and the future Tampa South clinic. Lead staff in providing outstanding care. Create and administer the annual budget and manage P&L goal attainment. Provide oversight for core programs and execute high-profile projects, engaging all stakeholders in the process.

#### Key Achievements

- ▶ Coached and mentored individuals and teams; focused on relationship building and creating a collaborative culture with common goals.
- ▶ Developed and implemented strategies that streamlined processes and increased operational performance.

### GULF COAST REHABILITATION CENTER, St. Petersburg, FL

2008-2014

#### Clinic Administrator

Set objectives and led billing, front office, and clinical staff in providing optimal care to patients in a high-volume, intensive outpatient and extended care environment. Administered the clinic's budget and financials. Completed comprehensive assessments and defined patient financial requirements.

#### Key Achievements

- ▶ Established and implemented a seamless admission process, including psychosocial evaluation and assessment by counselors and physicians.
- ▶ Maximized operational performance by analyzing workflow, strategically utilizing staff, and effectively managing clinic resources.
- ▶ Remained well-informed of state and federal laws, regulatory requirements, HIPAA, organizational policies, and patient care standards; delivered staff training to ensure compliance with requirements, policies, and standards.

Achieved early career success in roles as Assistant Administrator, Orange Village Rehabilitation Center, and as Director of Patient Services, Daytona Beach Nursing Home & Rehabilitation Center.

## EDUCATION

**Master of Business Administration**, UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL  
Concentration: Healthcare Management

**Bachelor of Arts, Psychology**, BOWLING GREEN STATE UNIVERSITY, Bowling Green, OH  
Magna Cum Laude; Phi Kappa Phi National Honor Society; Dean's List, 4 Years; Falcon Award for Outstanding Achievement

## VOLUNTEER & COMMUNITY SERVICE

Director of Membership Services, Orange County Human Health Association, Orlando, FL  
Event Planning & Fundraising Volunteer, Child Advocacy Center, Tampa, FL

*"Karen is driven and goal oriented and these qualities produce positive outcomes in her work. She works well collaborating with multidisciplinary teams and has considerable experience in supervision and training of employees. She is an asset to our organization."* –

**Jane Miller, Director of Clinical Services**

**Calyx Recovery Inc.**

Resume by Erin Kennedy's Resume Services (ask for the Job-Hunt.org 10% discount!)

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