

CHRIS ARMSTRONG

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(305) 975-6467

SENIOR OPERATIONS MANAGER

Experienced administrator with demonstrated ability to manage facilities and programs. Proven leadership in management and operations. Possesses capability to plan, organize, direct, coordinate and evaluate day-to-day operations. Dependable professional with excellent communication, interpersonal and team-building skills.

Skills

Marketing Strategies & Campaigns
Corporate Communications
Creative Team Leadership
Decision Making

Time Management
Self-motivation
Adaptability
Ability to Train

Professional Experience

Humana, Inc.

Miramar, Florida

Strategic Consultant

2012 – 2017

Accountable for the overall direction, coordination, implementation, execution, control and completion of complex projects ensuring consistency with project methodologies, organizational strategy, commitments and goals. Monitored progress and presented reports defining progress, issues and solutions to all stakeholders.

- Chaired Medicaid Initiatives Workgroup meetings - identified market and corporate resources to complete tasks, facilitate meetings, create strategy and confirm execution for initiatives to ensure progression, Risk mitigation and contingency planning and solved a wide range of difficult problems
- Trend Committee preparation - Identified the presenters and topics, prepared presenters for meeting by identifying major action items, strategic decisions, project valuations and assessment of results
- Quarterly Market Reviews - Work with presenters in preparation, design the market review agenda, facilitate dry-run meeting, identify and track action items from these reviews and follow through

Project Manager

- Contract Approval Committee – Facilitated meetings, maintained and updated Policy and Rate guidelines, CAC Corporate Audit, SharePoint Site Administration for CAC resulting in over 1,200 executed contracts
- Led the planning and implementation of projects such as HEDIS/Quality Assurance Strategy
- Establish and coordinate project teams like the Wellness strategy committee – Facilitated meetings, analyzed well-being snapshot score card, coordinated Health and Wellness fairs, Purpose pillar leader, contact for Humana Foundation Giving Together Charity match program
- Definition of project scope, goals and deliverables for the Market Strategy and Strategy Binder
- Planning, coordination and execution of Providers benefits meetings events determining best practices
- Crisis Management Team Administration - Business Continuity Plans, Business Impact Analysis, Emergency Response Team/Contact List, Hurricane Plan, Provide guidance and direction to external vendors

Chris Armstrong Consulting, LLC

Ft. Lauderdale, Florida

Owner

2001 – 2012

- Trained and organized physician group office staff and all necessary human resource paperwork
- Supervised and evaluated day-to-day operations of a primary care physicians group with 10 staff
- Managed all accounts payable and receivables for a primary care physicians group
- Maintained all financial records for my own Limited Liability Corporation

Archways, Inc.

Ft. Lauderdale, Florida

Director of Health Information Management, Consultant

Jan-Dec 2007

- Created and maintained all paper and electronic patient records
- Oversaw CARF inspection and accreditation of all facilities and improvement of lessons learned
- Provided leadership to lower level associates by supervising medical records personnel

Department of Children and Families
Community Data Liaison

Ft. Lauderdale, Florida
2005 - 2007

- Monitoring all social services in Broward County that received funding from the State of Florida
- Responsible for training all organizations on reporting software
- Resolving funding and data issues with social services providers

Nova Southeastern University
Accounts Receivable Manager

Ft. Lauderdale, Florida
2004 - 2005

- Supervised over \$200 million in student accounts receivables
- Managed the approval and processing of all student registrations
- Directed all Bursary operations in the absence of the director

United States Air Force
Medical Service Corps Operations Officer

Ft. Bragg, North Carolina
1998 - 2004

- Directed and coordinated 30 clinical and administrative staff as an Army Medical Platoon Leader
- Troop Commander of an Air Force medical unit supporting Operation Joint Forge in Bosnia
- Responsible for training all incoming troops in preparation for Tactical Aeronautical Medical Evacuations

Humana, Inc.
Contracting Officer

Louisville, Kentucky
1996 - 1998

- Prepared proposals for submission and presentation to government contactors
- Created, approved and implemented changes to the contracts
- Reviewed and negotiated modifications to government contracts

Education

Nova Southeastern University
Masters of Science in Computer Resources and Information Management

Webster University
Masters of Business Administration, Emphasis in Health Care Administration

Air Force Medical Service School
Health Service Administration Course

Army Medical Department
Medical Service Corps Officer Course

Eastern Kentucky University
Bachelors of Business Administration, Majoring in Health Care Administration with a minor in Military Leadership

Awards and Recognitions

- Recognition for leading and coordinating monthly volunteer groups to Feeding South Florida
- Awarded plaque from American Diabetes Association for fundraising
- Acknowledgement for coordinating Wounded Warrior Football game with Dolphins team
- Award for being the project manager of the construction of a playground for the Susan B. Anthony Recovery Center partnering with Kaboom and the Humana Foundation