

# Candace Woods

cmw3669@gmail.com • (614) 519-3669

Fort Lauderdale, FL-Naples, FL • [Linkedin.com/in/Candace-Woods](https://www.linkedin.com/in/Candace-Woods)

## SUMMARY

Business manager with 8+ years' experience in project management, training, and people management within the healthcare and real estate industries. Expert in cross-functional business strategy with an outstanding track record of implementing new protocols that deliver results through collaboration, teamwork, and innovative thinking. Identify workflow efficiencies and areas of improvement to process improvement by 30-50%. Seeking an operations role to optimize processes and workflows at growing organization committed to efficiency. Leading by example to create great company culture.

## EXPERIENCE

**10X Health**, Aventura, FL

**Jan 2023 – August 2023**

### **Operations-Office Manager**

- Led a team of professionals to achieve Operational Excellence, significantly improving service delivery and customer satisfaction.
- Working on technical documentation for training evaluation effectiveness. Training each employee on all services, safety protocols while setting clear attainable and measurable performance goals.
- Developing improvements of clinical operations and workflow management for nursing staff's schedules work shift & Vacation.
- Makes succession planning, recommendations, assisting in identifying, attracting, developing, coaching, and retaining talent.
- Selling products and services to customers representing the brand. Customer Satisfaction and client relations.
- Creating new SOP's and Updating existing SOP's.
- Set weekly team meetings to strategize goals and priorities, foster collaboration among team members, and ensure unity with the organization's long-term vision.
- Ensured compliance with industry standards and regulations but conducting regular audits and inspections.
  - Developed and executed pricing strategies that boosted average transaction value while maintaining customer satisfaction.
- Identifying opportunities to introduce new patient care or specialties and strategic partnerships. Led a team through successful projects using a data-driven methodology, ensuring optimal use of resources, and maximized productivity.

**NuConcept Realty**, Miramar, FL (Part time contract)

**Jan 2022 – Jan 2023**

### **Operations Manager**

- Analyze expenses, research vendors, and negotiate terms/agreements for services, decreasing monthly expenses 35%
- Implement Simplifyem business workflow software, enabling instant report generation and saving 40+ hours monthly.
- Partner with CEO on preparation of \$800K+ annual department budget and identify cost savings initiatives, saving 30% on remodeling projects and 40% on contractor services.
- Develop strategy for sales, marketing campaigns, and networking events, generating 20+ leads and \$80K in sales.
- Manage 50+ leads monthly and follow up with clients using CRM, reducing closing process by 50%
- Develop processes to standardize offerings/services for customers and realtors, saving 2 hours daily on operations.
- Train 5 people on business workflow software and company processes, reducing weekly support calls by 60%

**Correct Vision Laser Institute**, Weston, FL

**Jan 2019 – Sep 2022**

### **Lead Surgical & Clinical Manager**

- Prepared and coordinated operative suite for 15+ daily surgeries across 6 operating rooms, completing 90% of operations within scheduled timelines, reducing overtime by 30%, and saving 7.5K+ in monthly staff costs.
- Provided advanced troubleshooting support for diagnostic testing, technical procedures, and computer technology, saving engineering and support team 10 hours monthly.
- Trained, mentored, and guided 10+ staff members, including new Physicians, on EHR systems, processes, safety guidelines, operating laser equipment, and clinical equipment, improving patient workflow by 60%
- Managed \$30K+ in monthly inventory supply for surgical/clinical department and established partnerships with vendors, ensuring compliance of all equipment and a 100% on time delivery rate.
- Restructured training manuals and created step by step documentation, reducing new hire onboarding by 50%
- Enhanced succession planning, development planning, and performance management processes, reducing patient costs by \$2K per ICL surgery and increasing revenue for ICL surgeries by \$3K
- Employee of the month in 2020

### **Revision Lasik & Cataract Surgery, Westerville, OH Mar 2014 – Nov 2018 Operating Room Technician**

- Learned all aspects of operating room, clinical procedures, medical equipment, patient management, and medical software, achieving promotion to from clinical technician to operating room technician within a year

### **REFERENCES**

Aubrey Keplin RN, BSN 10X Health	978-844-2785
Catie Zarella PA-C 10X Health	203-437-0705
Julia Sokolovska RN, BSN 10X Health	860-501-2527
Dr. Joshua Daniel MD Neurologist 10X Health	267-495-7955

### **EDUCATION**

**Ohio University**, Athens, Ohio  
Business Management Major

**Core Skills:** Process Improvement, Partnership, adaptability, Leadership, Customer Relationship Management, Strategic Partnership, Teamwork, Conflict Resolution, Creative Thinking, Strategic Planning, Time Management, Communication, Teamwork, Medical Procedures, Healthcare Management, Succession Planning, Performance Management, Ensuring Compliance, Electronic Health Record, mentoring, Revenue Growth, Workflow Process, Process Development, Marketing Campaigns, Cost Savings Initiative, Closing Process, Report Generation, Customer Satisfaction, Customer Retention, Pricing Strategy, Technical Documentation, Clinical Operations, Industry Standards, Standard Operating Procedure, Product Sales, Process Optimization, Business Planning, Process Improvement, Content Management, Regulatory Compliance, Cross Functional Skills, Organizational skills, Goal achievement, Risk Management, Project Management, Human Resource Management, Financial Management, Microsoft PowerPoint, Health Information System, Change Management, Data Analysis, Resource Management, SharePoint, Microsoft Teams, Adobe Creative Cloud, Quality Control, Standard Operating Procedure, OSHA Regulation, Microsoft 365, Microsoft Excel, Property Management System

**Languages:** American Sign Language (ASL)

**Interests:** Cars, Football, Hockey, Snowboarding, Shopping(clothing), Travel (50+ States/Countries), Cooking, Books.