**ERIC ACHEAMPONG, MBA**

St. Albans, NY • (347) 432-7713 • bukyei@netzero.com

**DEDICATED OPERATIONS MANAGER**

 Hospital Director • Healthcare Director • Community Care Director • Healthcare Manager

Community Healthcare • Hospital Management • Operations Management • Risk Management

Optimized Operations • Improved Quality Control • Increased Productivity • Enhanced Patient Care

Certificate for iProcurement • Certificate for Customer Service • Project Management Certification

**WORK EXPERIENCE**

**Queens Hospital Center, Jamaica, NY Jan 2022 – June 2023**

**Hospital Administrator**

* Oversaw the hospital and served as the liaison to Chief Operating Officer, Chief Executive Officer, and the Administrative Staff.
* Operated as both customer relations arm of the hospital and investigated incidents or potential incidents that occurred in the hospital. Performed rounds to assess the condition of the hospital.
* Authorized physical access to hospital areas and other areas in the absence of approvers.
* Spearheaded human resources issues and supported patient care, safety, standards, and operations of the hospital to maximize productivity.

**NYC Health and Hospital Corporation, NY March 2021 - May 2021**

**Community Care Central Processing Operations Manager, Isolation Hotel Program**

* Championed daily operations of the Community Care central processing referral inbox, ensured that all referrals were assigned to the central processing team members for input.
* Achieved operational efficiency and effectiveness by monitoring compliance with workflows.
* Functioned as the point of contact for the hotel operations and clinical review teams, for any issues and questions requiring escalation.
* Participated as a senior liaison to referral sources, hotel operations, clinical staff, and Community Care senior management.
* Directed all referrals and communication that came through the Community Care inbox.
* Led a team of contact center representatives/agents and ensured adequate levels of staffing.
* Established and monitored productivity against targets to optimize operational efficiencies.
* Partnered with Human Resources to address staff conduct and performance issues.
* Collaborated with clinical review lead to reconcile the referral list and any outstanding issues.
* Assisted Associate Executive Director with ensuring personnel's ability to perform job duties.
* Provided guidance and assistance with staff performance, conduct, training, or other issues.
* Ensured the completion and maintenance of timely and accurate documentation of all referrals in the Transfer Database Tracker, including cancellations and completed transfers.
* Executed all pending admissions in Epic for hotel transfers ensuring accuracy.
* Participated in WebEx meetings as well as training to increase skills and knowledge.
* Reported out on any anomalies, issues, or incidents that occurred during the shift in real time by escalating to the supervising AED.
* Leveraged electronic platforms and tools like Epic in keeping with NYC Health and Hospitals' legal, regulatory, programmatic, and operational expectations.
* Performed all duties in accordance with HIPAA regulations to maintain compliance.

**Mount Sinai West Hospital, Manhattan, NY 2004 - 2020**

**Assistant Manager, Hospitality Operations**

* Led 3 private units for patients that provided catering/concierge/foodservice and patient care.
* Provided medical care, allocated rooms, as well as admitted and discharged patients.
* Performed insurance verification and performance appraisals.
* Prepared payroll, cash deposits, and catering acquisitions.
* Organized inventory and arranged high profile catering events.
* Promoted business, processed payments, and ordered all necessary supplies.
* Hired and disciplined staff to optimize performance in a professional environment.
* Conducted commission surveys, team meetings, rounds, and conference room reservations.
* Coordinated conference room reservations as well as private room reservations and called patients to confirm the reservation for the private room.
* Organized and coordinated events.
* Directed regular training sessions for newly hired staff that improved overall work efficiency.
* Identified and mitigated all risks while working in a fast-paced hospital setting.

***Prior Experiences: William F Ryan Community Health Center, Housekeeper; Burns International Security Services, Security Guard; Campus Pharmacy, Pharmacist Assistant***

**EDUCATION**

**Metropolitan College of New York, New York, NY**

**Master of Science in Project Management**

**Master of Business Administration**

**New York City College of Technology CUNY, Brooklyn, NY**

**Bachelor of Technology, Computer Information Systems**

**TECHNOLOGIES, CERTIFICATIONS, & AFFILIATIONS**

**Technologies:** EPIC

**Certifications:** Certificate for iProcurement, Certificate for 20 years of Service; Certificate for Customer Service, Managing Customer Service Team; Business Process Improvement, Operation Excellence Foundations; The Data Science of Healthcare, Medicine & Public Health; Project Management Simplified; Project Management Foundations: Procurement; Certificate Prep: Project Management; Project Management Foundations: Communication; Project Management/Inventory Management Foundation; Operation Management Foundations; Implementing Supply Chain Management

**Professional Development:** Armed Intruder/Active Shooter, Sexual Harassment Awareness, Corporate Compliance; Emergency Management Annual Core Competence Training; People with Disability & Information Security & Confidentiality

**Affiliations:** Society for Human Resources Management (SHRM) Official Group, Member