

# Michael Mahon

**Years of Experience in Start up /Ground up ,Administration , Sales,Dining Services and Dementia/Memory Care ..a very Dynamic Performer .**

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Dynamic Team Builder on many levels of expertise .

Multi unit start up , (road warrior ) / property experience in training and trouble shooting ,interim and long term managing in Administration, Sales, Dining Services,Memory Care, Hospice and Assisted Living/SNF with a huge passion for customer service, team building and life enrichment.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Memory Care Director, Executive Director, Regional Training Specialist, Regional Culinary Dining Services Specialist**

Brookdale Senior Living - Greenville, SC

October 2009 to Present

Emeritus/Brookdale Senior Services, Greenville, SC and Southeast CCRC Division

October, 2009 ~ Present

I have worked in a few capacities for Emeritus: Executive Director-(Currently Licensed) in absence of Executive Director my duties are to coordinate daily operations of a 45 bed SNF, 102 bed ALC and a 26 bed MC.

- Memory Care Director/Mentor- coordinate daily operations in a Large Memory Care Neighborhoods. Responsible for hiring, training and compliance within company as well as state and federal guidelines. Memory Care Mentor /Trainer- Traveled several weeks out of each quarter maintaining Corporate Memory Care Compliance, Dining Services and Programming for the South Division

### **Executive Director,Divisional Memory Care Training Specialist, Regional / Divisional Dining Specialist, Divisional Training Specialist**

Sunrise Senior Living /Emeritus Senior Living / Sino Oceans China - Greenville, SC

May 2001 to October 2009

- Sunrise Senior Living transitioned into Emeritus /Sino Oceans Asia then Merged with Brookdale Senior Living \* ( I never left the job I just transitioned with the company )

Opening " for two communities in China. ( Now called Sino Oceans China,)

Executive Director, Floating Executive Director, Operations Cluster Manager, Reminiscence Coordinator, Floating Training Specialist, Dining Division Specialist for Southeast ( 58 Communities)

Sunrise Senior Living, Greenville, SC

May, 2001 ~ October, 2009

Worked in various portfolios as a cluster manager/Start up and Floating Executive Director, Trainer. I have actively worked in SC, NC, GA, LA, FL, TX, CT. During these travels I have opened new (ground

up) communities and worked with Development Team, Training and Compliance Team - this truly was an awesome experience. I enjoyed the opportunities to travel and see the progress of my hiring and training efforts .

### **Executive Director / Quality Services Director/Regional Director of Sales and Dining / Resident Experience**

Greenville Care Assisted Living and Memory Care - Greenville, SC  
January 1995 to April 2000

Directly responsible for the operation and start up of a 185 bed CRCF. Start up and opening of additional communities ( Independent Living, Assisted Living, Memory Care and Adult Day Care )  
Budgetary and nursing compliance, all hiring and training of staff. This position required the Executive Director to live on campus Monday thru Friday- an experience I am extremely grateful for and learned so much .

### **Healthcare Consultant/ Quality Services Specialist/Divisional Director**

Stroud Memorial Nursing Center - Marietta, SC  
January 1993 to January 1995

Consulting community on dining services, MDS process for Medicare / Medicaid as a Certified Dietary Manager, all nutritional patient charting with care plan team. Implementation and training of "Eden Alternative". Implementation and training compliance officer for Dementia and End of Life Care. (150 Bed) Start up and opening of South East Communities /Hiring/Training in all facets of Senior Living .

Others:

Active with the Alzheimer's Foundation for memory screenings annually

"Music Therapy " Train the Trainer Certification Eden Alternative

Founder of " Senior Living 101" a conference geared towards the senior population and families searching for education and resources

## Education

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### **BS in Hotel/Restaurant Management /Culinary Arts**

Johnson Wales University - Providence, RI

### **MS in Healthcare Services Education ( Geriatrics)**

### **CADDT,CDP,CDM in Dementia/Alzheimer's Training Specialist**

NCCDP

## Skills

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- Computer Proficient ,Bi-Lingual ( Spanish ) ,Excellent at Public Speaking and Instruction ,Team Building (10+ years)
- training : Dining Services ,Life Enrichment ,Dementia Care ,NCCDP Certified (10+ years)
- Strategic Planning (10+ years)
- Word (10+ years)

- budget (10+ years)
- Sales Management : Working closely with Sales teams to assure continuity in all facets of senior living . Implementing training programs and tools . (10+ years)
- Serv Safe and Food Safety Certified (10+ years)
- Powerpoint (10+ years)
- Marketing (10+ years)
- training (10+ years)
- Food Service (10+ years)
- CDM (10+ years)
- Sales Experience
- Office Experience
- Hospitality Experience
- Customer Service
- Culinary Experience
- Curriculum Development
- Hospice Care
- Memory Care
- Alzheimer's Care
- Banquet Experience
- Recruiting
- Cooking
- Kitchen Management Experience
- Management
- Home Care
- Caregiving
- Nursing
- Senior Care
- Office Management
- Restaurant Experience
- Food Safety
- Meal Preparation
- Food Safety
- Senior Care
- Restaurant Experience
- Meal Preparation
- Food Preparation
- English
- Office Management
- Supervising Experience
- Teaching
- Cleaning Experience

- Profit & Loss
- Food Preparation Experience
- Classroom Experience
- Classroom Management
- Restaurant Management
- Program Development
- Tutoring
- Leadership Experience
- Microsoft Excel
- Microsoft Word
- CRM Software
- Microsoft Office
- Microsoft Outlook
- Personal Assistant Experience
- Quality Assurance
- Event Planning
- Leadership
- Recreational therapy
- P&L Management
- Nursing home experience
- Food service management
- Outside sales
- Medical terminology
- Medical office experience
- Analysis skills
- Adobe Captivate
- Employee Orientation
- Budgeting
- Learning Technology
- Instructional design
- Program Management
- Mentoring
- Change Management
- Financial acumen
- Managed care
- EMR systems
- Payroll

## Awards

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### **Dementia Specialist Divisional Manager of the year Award**

December 2008

Managing South East communities With Specialized Dementia Care / Sunrise Senior Living

### **Culinary Arts and Dining Services Excellence in Training**

February 2003

Awarded for communities in which I oversaw ( over 40 ) Training Award

## Certifications and Licenses

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### **CRCA License Soth Carolina and National**

Present

Administrator's Licensure for Residential Communities

### **National and International Instructor Dementia Practitioner's Certification Program**

Present

Certified to conduct and instruct NCCDP nationally and internationally

### **Validation Therapy Licensed /Instuctor**

Present

Feil/Snow Method Certified and Licensed for Instruction

### **Senior Dining Services Specialist**

Present

All facets of senior living multi unit /divisional oversight , with great emphasis on food quality , team building and State Guidelines .

### **Montessori Method Training Specialist**

Present

Multi Property Training with hands on development and education in Dementia,Assisted Living and Skilled nursing

### **Certified Evergreen Memory Care Specialist**

January 2018 to January 2024

Certification in which you are enabled to Train , Create and implement excellent Alzheimer's and Dementia Care Teams and Environments. Strong emphasis on Staffing,Training and Hospice Services

## Assessments

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### **Food Safety — Highly Proficient**

October 2019

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.

Full results: [Highly Proficient](#)

### **Scheduling — Familiar**

October 2019

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Familiar](#)

### **Supervisory Skills: Directing Others — Highly Proficient**

October 2019

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Highly Proficient](#)

### **Food Safety — Highly Proficient**

October 2019

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.

Full results: [Highly Proficient](#)

### **General Manager (Hospitality) — Highly Proficient**

April 2020

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Highly Proficient](#)

### **Restaurant Manager — Proficient**

April 2020

Managing restaurant staff and meeting customer expectations

Full results: [Proficient](#)

### **Food Service: Customer Situations — Highly Proficient**

April 2020

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting.

Full results: [Highly Proficient](#)

### **Verbal Communication — Proficient**

April 2020

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

### **Cooking Skills: Basic Food Preparation — Expert**

April 2020

Preparing food, using cooking equipment, and converting ingredient measurements.

Full results: [Expert](#)

### **Sales Skills — Proficient**

September 2020

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Management & Leadership Skills: Planning & Execution — Highly Proficient**

November 2020

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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Dementia Memory Care Specialist 2019

Diversity and Inclusion Management Certification

Senior Living Sales Manager Certification

Bi Lingual ( Spanish ) Health Care Guardian ad Litem

SC Notary Public

Serv Safe Certified

Event Planning

Advisory Board Member ECPI University /Nursing and Administration SC Certified Guardian Ad Litem / Geriatrics/Pediatrics

Certified MOCA Administration and Consultation Professional