

ROBERT MARTINEZ, MHA

Healthcare Administrator | Operations, Quality & Compliance

Chicago, IL

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EXECUTIVE SUMMARY

Results-driven Healthcare Administrator with 3.5 years of experience managing clinic operations, budgets, staffing, and regulatory compliance across multi-specialty practices. Oversee a \$6.2M operating budget and 45 staff. Improved patient throughput by 18%, reduced operating costs by \$410K, and sustained 98% compliance in Joint Commission and HIPAA audits. Known for data-driven decision making, cross-functional leadership, and building high-performing clinical and administrative teams.

CORE COMPETENCIES

Operations: Process Improvement (Lean), Patient Flow, Staffing & Scheduling, Vendor Management, Capacity Planning, Strategic Planning

Finance: Budgeting, Revenue Cycle, Variance Analysis, Cost Reduction, Payer Contracting, KPI Reporting

Compliance & Quality: Joint Commission, HIPAA, OSHA, CMS, Risk Management, Quality Improvement, Patient Experience

Systems: Epic, Tableau, Excel (Advanced), Smartsheet, Kronos

PROFESSIONAL EXPERIENCE

Practice Administrator

Jun 2024 – Present

Lakeshore Multispecialty Medical Group — Chicago, IL

- Lead daily operations of a 14-provider, multi-specialty clinic with 45 staff and a \$6.2M operating budget.
- Improved patient throughput by 18% and reduced appointment wait times from 21 days to 9 days through scheduling redesign.
- Cut operating costs by \$410K annually via vendor renegotiation, supply standardization, and overtime control.
- Raised clean-claim rate from 91% to 97% and reduced days in A/R by 12 by partnering with billing and payers.
- Led Joint Commission and HIPAA audit readiness with 98% compliance and no critical findings.

Healthcare Operations Coordinator

Jul 2022 – May 2024

Windy City Health Network — Chicago, IL

- Supported operations for 5 outpatient clinics, analyzing KPIs for patient volume, no-shows, and provider productivity.
- Reduced no-show rate from 17% to 10% by launching text reminders and a waitlist workflow.
- Implemented Lean projects that saved 1,200 staff hours per year and improved patient satisfaction by 9 points.
- Managed onboarding, credentialing, and scheduling for 60+ clinical and administrative employees.

EDUCATION

Master of Health Administration (MHA)

University of Illinois Chicago
2022

B.S. in Health Sciences

DePaul University
2020

CREDENTIALS

- Lean Six Sigma Green Belt
- ACHE Member (Healthcare Executive Path)
- HIPAA Compliance Certification
- CPHQ — in progress