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SKILLS

- program development
- operational management
- quality improvement
- data analysis
- stakeholder engagement
- community outreach

EDUCATION

MASTER OF PUBLIC HEALTH, JOHNS HOPKINS UNIVERSITY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received the 'Innovator Award' from the National Association of Personal Care Providers in 2022.
- Increased service utilization rates by 40% through targeted outreach strategies.
- Developed a quality improvement plan that resulted in a 30% reduction in client complaints.

Michael Anderson

DIRECTOR OF PROGRAM DEVELOPMENT

Transformative leader in the personal care sector with over 10 years of experience in enhancing organizational performance and client outcomes. Expertise in strategic program development and operational management, with a focus on integrating evidence-based practices into service delivery. Proven success in leading diverse teams and fostering a culture of innovation and excellence.

EXPERIENCE

DIRECTOR OF PROGRAM DEVELOPMENT

Empower Care Services

2016 - Present

- Designed and launched new care programs that increased client enrollment by 50% within the first year.
- Collaborated with stakeholders to assess community needs and tailor services accordingly.
- Managed grant writing initiatives that secured funding for program expansion.
- Conducted training sessions for staff on best practices in program implementation.
- Monitored program outcomes and provided reports to senior leadership for strategic planning.
- Developed a comprehensive evaluation framework to assess program effectiveness.

QUALITY IMPROVEMENT SPECIALIST

Care Innovators

2014 - 2016

- Led quality improvement initiatives that enhanced client satisfaction scores by 35%.
- Developed training resources to support staff in achieving quality standards.
- Conducted audits to ensure compliance with regulatory requirements.
- Collaborated with teams to identify areas for improvement and implement solutions.
- Facilitated focus groups to gather client feedback and inform service enhancements.
- Presented findings to stakeholders to drive organizational change.