

MEGAN CANADA PILKO

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STRATEGIC OPERATIONS EXECUTIVE

Operations Management | Customer/Patient Experience Optimization | Regulatory Compliance

Dynamic operations leader equipped with an entrepreneurial mind-set, astute business acumen and expertise steering the delivery of exceptional customer service experiences. Excel at defining and implementing, structures, processes, policies and procedures that drive continuous improvement in performance quality, while delivering cost-efficiency. Adept at designing/managing budgets, as well as monitoring and tracking regulatory compliance. Hands-on leader, recognized for capacity to build high-performance teams through training, mentoring and effective performance management while cultivating a work culture that elevates individual confidence, facilitates collaboration and motivates teams to deliver their best.

Core Competencies

- Operations Management
- Project Management
- Customer/Patient Experience
- Regulatory Compliance
- Marketing/Business Development
- Employee Engagement/Retention
- Labor/Union Relations
- Quality Assurance
- Continuous Process Improvement
- Data/Metrics Tracking & Analysis
- Strategic Partner Relations
- Executive/Board Communications

Committed to driving delivery of outstanding customer/patient-centric care and services while driving exponential growth and business value through dynamic strategy, execution, relationship management, and leadership.

Professional Experience

2019 – Present • TAILS A WAGON • Port Orange, FL

Mobile pet grooming company.

Owner

Purchased a small business that delivered pet grooming services. Manage all aspects of the business including, daily operations, accounting, financial/ budget forecasting and management, purchasing, and inventory. Leverage astute relationship management and business process management skills to ensure consistently high standards for customer service.

- *Define, develop and manage marketing strategies that include leveraging social media skills to build brand awareness, promote services, and engage potential and existing customers.*
- *Implement structures and strategies to effectively manage P&L, increase cost-efficiency, and optimize profitability.*
- *Successfully retained 100% of inherited client base and drove customer growth taking the business that was purchased for \$20,000 to one that is currently worth \$60,000.*
- *Currently have a stellar team member that has taken on day to day operations and all scheduled grooms. This was accomplished through implementation of structures and policies, stringent interviewing process, and thorough training program. The business is now a source of passive income.*



2015 – 2019 • OPIS ISLAND LAKE CENTER • Longwood, FL

Island Lake Center is one of 10 long-term care, post-acute & comprehensive rehabilitation services in the state of Florida with 120 occupancies and 178 employees.

Executive Director/Nursing Home Administrator – Opus Senior Services

Played an integral leadership role collaborating with senior executive team and owner to define strategy, formulate budgets and steer regulatory compliance. Led day-to-day operations of the center and held full accountability for process improvement focused on customer service quality and customer experience enhancement.

- *Designed and oversaw the center's annual capital and operations budget, effectively preserving P&L executing initiatives to secure cost-efficiency such as negotiating new vendor contracts that secured best price while preserving quality expectations.*
- *Applied marketing and business development talents to develop strategies that included integrated marketing campaigns, networking, and partnership, resulting in occupancy levels of 94-100%.*

- *Managed and led administrative and direct care teams, ensuring policies and procedures were strictly adhered to and the quality of care service delivery met and exceeded established expectations.*
- *Successfully steered regulatory compliance, taking the center from a 3-star rating to 5-star within 1.5 years and achieved zero substandard care deficiencies in AHCA (Agency for Healthcare Administration) annual audits throughout tenure.*

2011 – 2014 • AIRAMID HEALTH MANAGEMENT • West Palm Beach, FL

Airamid provides health care consulting services and management support to skilled nursing and assisted living facilities.

Executive Director/NHA, Airamid Health Management – Healthcare & Rehab of Sanford, Sanford, FL (2012 – 2014)

Delivered strategic leadership supporting this nonprofit, steering development, enhancement of operations, administration, compliance and care quality. Served as Member of the Board including delivering quarterly reports and contributing to strategy and planning. Managed all aspects of the facility including employee relations within a unionized environment, budgets, quality, regulatory compliance, accounting/billing, marketing and business development.

- *Cultivated and strengthened relationship with union, enabling positive, and proactive collaboration on matters such as contract negotiations, grievances, and arbitrations.*
- *Created a culture that was inclusive and respectful, and implemented structures to give employees a voice, and improve employee engagement, contributing significantly to increased staff retention from 40% to 55%.*
- *Reviewed and analyzed staffing levels and care service requirements to define improves scheduling and onboarded new employees reducing overtime from 15% to 5%.*
- *Coordinated and managed collections, including working with business office manager to liaise with Medicaid to secure approval for outstanding Medicaid applications, achieving reduction in outstanding applications from \$300K to \$20K.*
- *Implemented strategies to improve accountability of team and managers including training and clarification of policies and regulations to drive audit deficiencies down from 9 in 2013 to 1 tag in 2014.*
- *Defined, developed and implemented new policies relating to code status.*
- *Implemented Labor Management Meetings for union representatives that significantly improved relationship.*



Assistant Executive Director, Airamid Health Management – Orlando Health & Rehabilitation Center (2011 – 2012)

Steered all facility departments operations and staff including Dietary, Social Services, Maintenance, Housekeeping, Admissions, Marketing, Human Resources, Business Office, Accounts Receivable, Therapy, and Nursing in everyday operations in a 420 bed skilled nursing facility with a secured memory unit, a pediatric unit, a post-acute unit, and long-term care units.

- *Conducted in-depth research and analysis of financial issues including troubleshooting spending issues to identify cost management improvement opportunities.*
- *Implemented a central supply strategy that improved inventory control, eliminated overspending, and additionally improved infection control procedures.*
- *Oversaw customer service and patient grievances, implemented strategy to improve metrics, including working with social workers to proactively follow up and positively address complaints, along with implementing training programs.*

Education

MASTER'S DEGREE – HEALTH SERVICE ADMINISTRATION • Strayer University

BACHELOR OF SCIENCE – ANIMAL BIOLOGY • University of Florida

Awards

Eli Pick Leadership Award

AHCA/NCAL Quality Silver Award

Governor's Gold Seal Award

Attendance Selection for EntreLeadership Summit Conferences 2018 and 2019

Technical Skills

Microsoft Word, Excel, PowerPoint, Outlook

Social Media; PeopleSoft; Kronos
Point Click Care Electronic Medical Records System