

Katherine R. Lopez
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Professional experience

**County of Rockland,
Office of the County Executive
Department of Economic Development**

Economic Development Specialist

2019 - Present

Responsible for the Economic Development of the County through business retention and expansion efforts, Enhanced community relations. Responsible for operational oversight of Economic Development projects, Networking and marketing. Improving the standard of living in the county.

- Manage and coordinate the implementation of the Economic Development Work Programs including business attraction, retention, job creation, business assistance, marketing and related functions.
- Responsible for implementing and ensuring compliance with the Workforce Investment Opportunity Act (WIOA).
- Knowledge of the structure of the local government and its programs and services.
- Knowledge of the local government principles and practices of tourism, economic development practices and procedures and goals; good knowledge of local businesses and community groups including their economic development concerns and needs.
- Responsible for Identifying and analyzing a cost -effective way to implement economic growth.
- Monitor trends and vital research to increase funds activity.
- Strategic focus on economic development projects and programs.
- Liaise between individual businesses and the County.
- Maintain a macro level perspective on the County's economy.
- Oversee and coordinate the daily operations of the economic development team/office.

**General Manager/Director of Operations
Metro Urgicare - Bronx, NY**

2018 - 2019

Responsible for the overall leadership and successful management and operations of multiple urgent care facilities and medical practices with specialties and onsite diagnostic imaging services. Providing resources necessary to meet needs of patients and meet financial goals and corporate objectives of each facility.

- Developed strong positive communication and inter- departmental relations, quality assurance and safety practices of each facility.
- Increased productivity and improved operations by implementing effective workflow optimizing the success of each facility and increasing profitability.
- Prepared measurable reports ensuring productivity, profitability increase, and goals and performance.
- Oversaw budget and expense approvals with senior management.
- Reviewed and monitored service and supply contracts for consumable goods, services, and equipment including budgetary and financial controls and authorization of expenditures all facility encounters.
- Responsible for chart audits, patient volume and workflow.
- Responsible for the resolution of system related issues (IT, phones, and technical engineering and troubleshooting).
- Coordinated projects (building, maintenance and marketing).
- Liaised with the CFO on all major purchases and expenditures ensuring that budgetary and firm financial practices.
- Proactively identified opportunities to increase patient volume, revenue sources and reduce expense.
- Continuously developed and strategized ways to market providers and services offered within practice.
- Monitor and reviewed invoices from all contracted agencies.
- Analyze and staff the office accordingly to meet the needs of the providers and patients efficiently and effectively providing timely care and increasing productivity.
- Monitor inventory and purchasing approvals.
- Developed strong community relationships with sources of incoming/outgoing referrals.
- Established and maintained effective working relationships with vendors, other community physicians and health organizations.
- Ensured all policies and procedures set by Human Resources are followed to assist in the staff development and achieve employee relations.
- Responsible for regulatory training and compliance.
- Staff development, coaching, discipline, and evaluating performance on an ongoing basis in accordance with performance standards.
- Identified, implemented and evaluated new initiatives to build employee morale and individual motivation.
- Responsible for assuring patient services needs are met. Resolving patient complaints and service issues.
- Initiated process improvements for a better patient experience, monitored online review google, yelp and reputation management.

- Manage payroll, purchasing and inventory.
- Manage billing denials and insurance issues.
- Staff scheduling, provider schedule management and coordination of conferences/meeting and team building exercise.

Practice Administrator

Boston Children's Health Physicians Scarsdale, NY

2016 - 2018

- Manage clerical and clinical staff
- Responsible for payroll ADP, Paychex experienced
- Nextgen, Centricity, MBA, EHR implementations
- Medical billing and coding ICD-10 proficiency
- Charge entry, batches, and payment posting
- Credentialing for Physicians
- Insurance verifications
- Inventory and supply management (WB mason, Henry Schein)
- Vaccine inventory and ordering, NYSIIS & VFC
- Scheduling, staff and physicians
- Daily reconciliation and bank deposits
- Interviewing, hiring, training and terminating staff
- Ensure effective office work follow procedures and protocols are being followed
- Rockland Eye Physicians - Garnerville, NY February 2014 to January 2016
- Manage front desk staff, technicians and call center
- Physicians and staff schedules
- Payroll ADP, Nextgen, Clearwave and ABS billing
- ICD- 10 Coding and billing, batch and payment posting * Reconciliation and bank deposits
- Monitor flow and efficiency of schedule and patients
- Patient portal management
- Vendor and supply management

Senior Public Health Technician

Rockland County DOH - Pomona, NY

2004 - 2012

- Provided administrative and clinical support to Physicians within the clinic
- Supported the health education, care and initiated programs to serve the community
- Assisted physicians and nurses in the care of patients within various clinics and programs offered to county residents
- Data management of grant programs and patient services

- Coordinated appointments, handled a high volume of calls and patients' appointments daily
- Worked closely with community on health events, health screenings and during emergency situations

Education

Bachelor's in Applied Science
Diagnostic Medical Ultrasound
Institute of Allied Medical Professions - Westchester, NY
2009 to 2012

Associate in Radiological Science
Westchester Community college - Valhalla, NY
2005 to 2007

Registered Medical Technologist
Sanford Brown Institute
White Plains, NY
2004 -2005

Skills and Qualifications

- ❖ A/R A/P
- ❖ Nextgen, ECW, Centricity, MBA proficient
- ❖ QuickBooks, Payroll,
- ❖ Bi-lingual English/Spanish,
- ❖ Proven leadership and performance improvement.
- ❖ Proficiency in all MS Office programs, reports, business correspondence, presentations and professional demeanor.
- ❖ Manage multiple projects. Excellent organizational, interpersonal and communication skills.