

Lee McAdams Smith, MBA

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INTRO

Hello, my name is Lee, and I'm transitioning from healthcare management to IT and Tech. I'm proficient in: Microsoft Suite: Powerpoint, Excel, Outlook, 365; G Suite: Google Docs, Sheets, Slides, Drive, Gmail, etc.; DirectMail; SaaS. I have 10+ years of experience leading, hiring, and managing operations. Thank you for reviewing my resume!

EDUCATION

MBA (Masters of Business Administration) – IT Management, Salt Lake City, Utah

- Data-Driven Decision Making, IT Strategic Solutions, IT Project Management

BS (Bachelor of Science), Business – Management, Salt Lake City, Utah

- Excel Spreadsheets, Accounting, Law, Ethics, Effective Communication, Marketing, Management

EXPERIENCE

Web Developer

07/2021 - Present

Company: Upwork

- HTML, CSS, BootStrap, JavaScript, React JS
- Fullstack Developer specializing in front-end development using the React framework
- 5 Star rated on Upwork. Coding landing pages and emails for clients across the country

General Manager

01/2019 - Present

Company: Holiday Retirement

- Regional Operations Captain
- Responsible for all aspects of 12-story facility - Windlands East, 196 rooms, 35 staff
- Worked daily with SaaS programs, troubleshooting & answering program questions over the phone
- Reduced Open AR by 100K
- Increased Great Place to Work survey from 72% to 84%
- Ensured 4 Zero-Deficiency State Surveys
- Exceeded Budget Revenue Expectations, Received a Platinum Rating for Finances
- Improved Dining Room Resident scores to 90% - "Would recommend"
- Increased Occupancy

Director of Nursing

07/2015 - January 2019

Company: The Hearth at Franklin

- Customer Service Award Winner for Going Above and Beyond - "Pickle Award Winner"