



# DAIME QUINTANA

## SHRM-SCP

### HEALTHCARE MANAGEMENT & HUMAN RESOURCES PROFESSIONAL

Results driven professional with over 30 years' experience in the healthcare industry. My expertise in healthcare management operations includes Data Analytics, Revenue Cycle Billing and Denial Management, Compliance, and Human Resources. This diversity provides the basis for business process solutions all collaborating towards effective and unified organizational goals.

### AREAS OF EXPERTISE

- Exceptional communication skills with the ability to incorporate ingenuity into business strategies and product branding.
- Strong planning, and organizational skills supporting independent or collaborative alignment at all levels of business affairs.
- Expert in analyzing existing operations and implementing strategies towards design improvement and practical solutions.
- HR attributes focus on organizational development and human capital. Emphasizing on employee relations including the promotion of continuous improvement and a total rewards incentive which optimizes a retention-based philosophy and the alignment of business goals.

### HUMAN RESOURCES/COMPLIANCE

- Operations and Financial Management (Needs Assessment, Organizational Development, Talent Management, Succession Planning)
- HR Policies and Procedures
- Labor Relations and Compliance (Labor, Federal, and State)
- Employee Relations & Engagement (Culture, Diversity, Inclusion)
- Benefits/Compensation Design (Compensation, Benefits, Performance Management, Incentive programs)
- Talent Acquisition and Retention (On/Off-boarding, Training, Development)

### PROFESSIONAL EXPERIENCE

- VP of Human Resources, Compliance and Client Billing 2010-2024
  - eReceivables Inc.
  - Human Resources 2005-2010.
- Controller
  - eReceivables Inc.
- Appeal and Special Projects Manager 2002-2005
  - Coordinated Care Solutions, Coral Springs, FL
- Provider Relations 1998-2001
  - Magellan Specialty Health,
- Medical Underwriter 1994-1998
  - WellCare,
- Enrollment Coordinator 1989-1994
  - Family Health Plan/PCA, Miami Lakes, FL

### QUALIFICATION HIGHLIGHTS

#### Healthcare Management

- Data/System Analysis
- Product Management, Process Improvement
- Regulatory Compliance (Including HIPAA)
- Denials Management
- Client Management
- Project Management (Implementation, Workflow Streamlining)

#### Email

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