

# TIM C. BOWERS

**TCB**

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Self-directed **Business Manager** highly adept in business and operations management within healthcare-services organization; demonstrated expertise in client services, regulatory compliance, and building profits.

## AREAS OF EFFECTIVENESS

- ✓ Decisive hands-on leader with keen business mind and strong customer-service orientation.
- ✓ Proven ability to establish / maintain new office while supporting new-business development and financial goals.
- ✓ Demonstrated capacity to align office's "best practices" with corporate policies.
- ✓ Consistently complimented by senior team for drive, energy, and designing flawless systems.
- ✓ Highly efficient project-management skills; manage multiple priorities within demanding environment.

### SKILLS

Effective Leadership

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Strong Customer Relations

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Efficient Project Management

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Extensive Industry Knowledge

### STRENGTHS

Driven

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Decisive

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Hardworking

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Organized

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Analytical

## CAREER SUMMARY

### BUSINESS MANAGEMENT

- Successfully launched new office for established physical-therapy clinic; sole administrator first four months charged with managing all aspects of office, from billing and purchasing to staffing, cost analysis, and new-business development
- Exceeded initial financial goals two months early by achieving profitability within four months of opening; grew weekly appointments to 250 from initial 50.
- Provided fiscally responsible budget management of \$1million annual budget.
- Fostered customer-focused environment to respond to needs of high-end clientele, including all local major sports leagues such as Diamondbacks and Suns.
- Built cooperative team and directed workflow for up to 7 employees to maximize efficiency, accuracy, and output.
- Developed essential reports to monitor and provide comprehensive picture of clinic's financial activities and client base at any given moment.
- Interfaced regularly with pharmaceutical representatives, surgeons and case managers.
- Supported new-business development efforts through presentations, attendance at tradeshow / conventions, and networking.

### HEALTH SERVICES INDUSTRY

- Established standard procedures for 8 healthcare service branches and 250 payers.
- Acquired broad knowledge of industry regulations to ensure office compliance.
- Instituted corrective action and recovered \$1 million in lost revenues after completing in-depth analysis to identify root causes.

## WORK HISTORY

**Clinical Business Manager**, Physical Therapy Services, Phoenix, AZ, 2002 – Present  
**Office Manager**, TLD, Inc., Phoenix, AZ, 2001 – 2002  
**Financial Account Analyst**, JJM Health Services, Tempe, AZ, 1994 – 2001

## EDUCATION / COMPUTER SKILLS / ASSOCIATIONS

**Bachelor of Science, Business Management / Dean's List**, Arizona State University, Tempe, Arizona, 2001  
Expertise in Word, Excel, and Medical Manager; proficient in Access and PowerPoint