

★ Michael Lee Jones

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Experienced & Proven Business Administrator in Birmingham, AL

Objective

To produce successful outcomes of a grand scale by applying my intimate familiarities of various business roles, processes and detailed experience as a proven healthcare business administrator.

Experience

Medical Resources, Inc. – Chief Executive Officer

March 2014 – November 2018

- Responsible for increased revenues of nearly 100% in the duration of my leadership role at Medical Resources by applying and implementing effective management, technologies, and interpersonal skills across the process.
- Effectively managed ~25 employees and cultured pride/appreciation for the value their work added to the process.
- Administered and negotiated contracts with all varieties of new and already existing vendors.
- Oversaw payer audits and achieved an astounding perfect outcome (zero recoupment) with Alabama Medicaid Agency.
- Established and routinely revised company policies, corporate compliance plans, code of conduct, and fraud awareness education.
- Greeted and hosted unannounced compliance officials from Federal, State & local authorities and gracefully welcomed feedback.
- Delegated responsibilities and oversaw daily operations of the business including licensing, provider credentialing, accreditations, warehousing, financial reportings, inventorying, billing, accounting, payroll, business analytics, marketing, and human resources.
- Maintained ongoing familiarity with changes in healthcare policies and practices on a national, state, and local level.
- Participated in various national and state associations, buying alliances, and attended industry-related education conferences.

Medical Resources, Inc. – Administrator & Billing Manager

January 2008 – March 2014

- Oversaw the daily operations of the business including all patient services, supply chain, human resources, billing and referrals.

Medical Resources, Inc. – Service Representative

January 2005 – January 2008

- Fulfilled patient and/or caregiver customer service requests including order fulfillment and delivery.

Education

Hewitt Trussville High School

August 1998 – May 2002

My early intimate knowledge of technology and skills were identified and solicited by the teachers and administrators to maintain the school-wide computer systems and network. Recruited peers to participate in technology upgrades, recommended and navigated technology purchases for school administrators, and oversaw all help desk operations.

Proficiencies

- People – Body language, listening, speaking, vocabulary, personalities, strengths & weakness, intellect & intentions.
- Technology – Windows & Linux servers and workstations, command line, desktop and mobile software development, voice-over-IP, unified communications, local & wide area wired and wireless networking, Business Process Management.
- Business Management – Processes, Accounting, Payroll, Corporate Taxes, Accounts Payable, Accounts Receivables, Licensing, Corporate Compliance, Accreditation, Marketing, Customer Service, Data Analysis, Fraud, Inventorying, Warehousing.



References

Zack Bennett – Director – Kassouf & Co – 205-443-2533

Kimberly Ware – Former Executive Assistant & Accounting Representative – Medical Resources Incorporated – 205-542-9984

Kathy Jones – Shareholder – Medical Resources Incorporated – 205-276-7302