

# MELISSA A. JONES

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## PROJECT / OPERATIONS MANAGER

*Change Management | Performance Improvement | Training & Development*

Accomplished operations leader with proven expertise in project management, process improvement, human resources and implementing effective training solutions. Outstanding track record in driving operational excellence through innovative, collaborative management, particularly in the education, academic affairs, healthcare, and clinical settings. Works collaboratively with all levels of an organization to deliver exceptional service, identify opportunities for improvement, incorporate strategy and technology to enhance operations and drive organizational excellence. Proven leader and project manager skilled at identifying the framework, tools, and requirements for complex initiatives while working with subject matter experts to develop high-quality content. Proficient communicator and public speaker with a proven ability to build and foster top-performing leaders. Recently earned **Lean Six Sigma Lifetime Certification**.

*Proven competencies include:*

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|---------------------------|----------------------------|-----------------------|
| ✓ Instructional Design    | ✓ Configuration Management | ✓ Project Management  |
| ✓ Training Management     | ✓ Human Resources          | ✓ Process Improvement |
| ✓ Performance Improvement | ✓ Change Management        | ✓ Needs Analysis      |
| ✓ Strategic Planning      | ✓ Customer Service         | ✓ Public Speaking     |

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## PROFESSIONAL EXPERIENCE

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**UNIVERSITY OF OKLAHOMA HEALTH SCIENCES CENTER, OKLAHOMA CITY, OK** **01/2018 to Present**  
***Associate Director of Continuing Professional Development - College of Medicine, Office of the Dean***

Supports the office of Continuing Professional Development with all accredited symposiums, including writing their 1500 page syllabus for Primary Care. Acts with delegated authority in certain matters for the Associate Dean for CPD education in the College of Medicine. Serves as the lead program development officer in the CPD office, identifying opportunities for new programs based on the needs and practice gaps of health care professionals. Act as the expert in evidence-based design, development, planning, and management of CPD education and oversees a significant portfolio of revenue generating, self-funded programs and administrative staff. Provides leadership to the Accreditation Service team and the Education Consultant service team. Also acts as an interface between the CPD unit and the professional medical colleges of an academic medical center. Currently in the process of developing a national and international profile that contributes to the Faculty of Medicine's international reputation and role as a leader in health sciences CPD education through a range of world-class CPD programming.

- Oversees all finances of the CPD office, including budget preparation and reconciliation of all funds.
- Acts as the lead contact for new symposiums in each medical specialty for continuous medical educational requirements.
- Reviews all content for validation and compliance with state and federal laws.
- Works with the Assistant Dean and the Director in determining the CME needs of physicians across the state.
- Coordinates jointly sponsored programs and conducts annual physician surveys.
- Serves as a backup consultant to the Oklahoma State Board of Medical Licensure and Supervision by auditing physician CME reporting on a weekly basis.

**UNIVERSITY OF OKLAHOMA HEALTH SCIENCES CENTER, OKLAHOMA CITY, OK** **01/2013 to 01/2018**  
***Project Manager - College of Medicine, Office of the Dean***

Partner with university leadership, faculty and students to drive key initiatives and support the University's mission to provide unparalleled education, cutting-edge research and exceptional clinical care. Continuously builds and maintains strong relationships with administration, faculty, staff and student body to communicate key information and initiatives, resolve concerns and promote the achievements and opportunities within the Health Sciences Center. Spearhead all professional learning institute functions, to include continuing education seminars and special events. Identify speakers, book venues, manage budgets, co-author agendas and ensure all logistics are addressed. Evaluate and identify opportunities to enhance performance, improve the patient experience, increase employee engagement and maximize resources, with a focus on the achievement of key goals and objectives. Works closely with Academic Affairs and directly supports years one-four with the medical school curriculum committees. Creates spreadsheets and aggregates data for the medical school committees as needed. Assists with the collaboration of the MD/PhD program on campus. Supports the office of Continuing Professional Development with all accredited symposiums, including writing their 1500 page syllabus for Primary Care. Acts with delegated authority in certain matters for the Dean of Executive Affairs in the College of Medicine.

- Single-handedly developed the curriculum and training materials, along with conducting all of the training for all new leaders on the New Leader Onboarding 2- Day class that occurs monthly.

- Directs the training of 5000+ personnel on the operation and use of an Accountability Software Tool, designed to ensure the utmost in patient satisfaction, goal attainment and efficiency across the entire enterprise.
- Conceptualized, designed and launched the first ever Leadership Development Institute for OU Medicine, unifying the College of Medicine, OU Physicians, and OU Medical Systems across three hospitals to encourage clinical integration.
- Designs and updates the OU medicine webpage to support the mission, vision and values of OU Medicine. Provided access to key background information, past Leadership Development Institutes and tools to engage employees, patients and the general public.
- Successfully negotiated a new Leadership Development Institute Venue Contract, saving over \$100,000 over the life of the contract.
- I successfully completed a Green Belt Project for the Department of Psychiatry and Behavioral Sciences in 2014. The project implemented a new patient call system which reduced no-show's by over 10%. The annual lost profit reduction equaled \$254,400 annually and the ROI for the project was 6900%

**UNIVERSITY OF OKLAHOMA HEALTH SCIENCES CENTER, OKLAHOMA CITY, OK**

**2/2012 to 12/2012**

***Administrative Coordinator - OU Physicians/College of Medicine, Department of Anesthesiology***

Managed key aspects of department operations, to include budget development and maintenance, human resources, staff recruiting, graduations, special event planning and staff scheduling. Posted job openings for faculty and staff, recruited talent, assessed applicants, and conducted interviews. Processed formal offer letters, pre-hire paperwork and onboarding functions for departmental faculty and staff. Processed payroll and ensured the timely completion and maintenance of all human resource files. Played a key role in the planning and coordination of semi-annual departmental symposiums.

- Successfully planned and orchestrated a Resident Graduation and Ceremony accommodating over 200 attendees.
- Coordinated all aspects of the annual Staff Week for the Department of Anesthesiology, bringing together over 100 staff
- Gathered, organized and input Curriculum Vitae and Research efforts for over sixty faculty members in the Anesthesiology Department into a centralized database to share and promote ongoing research efforts members for enrichment, social activities and reinforcement of the University mission.
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**UNIVERSITY OF CENTRAL OKLAHOMA, EDMOND, OK**

**5/2006 to 06/2008**

***Supervisor of Housing Operations***

Led a team of 15 in managing many facets of the student housing program for the University, to include departmental operations, budget administration, room assignments, maintenance, safety and development of housing goals. Assessed efforts and identified opportunities to enhance the on-campus student residency experience. Effectively managed over 1,500 student dormitory assignments, addressing confidential needs and requests as needed. Coordinated University meeting rooms with outside agencies representing the University to maximize resources and ensure satisfaction. Fostered long term relationships with students, parents, and guests of the university to ensure satisfaction.

- Effectively managed the University student payment plan totaling over \$10Mil annually, to include recordkeeping, accounts receivable, application of payments and reporting.
- Played a key role in the research, configuration and purchase of an integrated housing software program streamlining the dorm assignment process, customized by the individual eligibility of over 6,000 students annually.
- Researched and interviewed prospective software developers, designed specifications and oversaw implementation to ensure functionality, efficiency and training.
- Formally recognized by the Director of Housing and Dining for leading the Housing and Dining office to a top-five ranking of all campuses nationwide in overall student satisfaction.

**HOLIDAY INN EXPRESS, OKLAHOMA CITY, OK**

**1/2000 to 5/2006**

***General Manager***

Oversaw the daily operation of a high-volume hotel, effectively directing 25 employees in delivering outstanding service and accommodations to guests. Managed housekeeping, guest services, catering, finance, banquets, marketing and personnel.

Recruited, trained and mentored all new staff members to provide exceptional customer services while controlling costs.

Promptly and effectively resolved customer concerns. Coordinated meetings, seminars, conferences and special events held at the hotel.

- Led the hotel to receipt of the prestigious Holiday Inn Excellent Quality Performer Award.
- Consistently exceeded annual sales goals for revenue, while streamlining hotel expenditures.
- Managed a \$2Mil annual budget for an extensive range of hotel operations.
- Exceeded annual revenue objectives by over 10% for more than 3 years.

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### **EDUCATION & CERTIFICATIONS**

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**Master of Healthcare Administration (MHA)**, - University of Oklahoma, Norman, OK, 2012 - 2017

**Bachelor of Arts (BA)**, Administrative Leadership - University of Oklahoma, Norman, OK, 2011

**Associate in Science (AS)**, Business Emphasis - Oklahoma City Community College, Oklahoma City, OK, 2005

Lean Six Sigma Lifetime Certification, 2014

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### **AWARDS & RECOGNITIONS**

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Gamma Beta Phi Honor Society, University of Oklahoma Chapter

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### **PROFESSIONAL DEVELOPMENT & TRAINING**

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Clinician and Group Consumer Assessment of Healthcare Providers and Systems (CGCAHPS)

Press Ganey Reporting and Analyzing Metrics - (2013) • Hospital Consumer Assessment of Healthcare Providers and Systems(HCAHPS) • Inpatient Scoring for Hospital Metrics (2013) • Electronic Medical Record

(EMR)Medicine(2013)•Microsoft Office Suite (2013) • Clinical Integration Project Development (2012)

Clinical Quality and Compliance (2013) • Quality Improvement Implementation (2013) PeopleSoft (2012) • Banner (2006)

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### **PROFESSIONAL AFFILIATIONS**

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Staff Senator for the OU College of Medicine Dean's Office (2013-2015) • Oklahoma University Steering Committee (2013)

OU Medicine Quality and Safety Leadership Council (2013) • OU Medicine Leadership Planning Team (2013)

OU Medicine Leadership Development Institute Service Team (2013) • OU Medicine Clinic Administration Committee (2013)

Gamma Beta Phi Community Volunteer (2011, 2012) • OU Medicine Performance Excellence Teams (2013, 2014)

OU Medicine Strategic Planning Workforce Committee (2013, 2014) • Oklahoma Hotel/Motel Association (1998-2006)