

Michael K. Baxter

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CAREER SUMMARY

- Expertise in the fields of prosthetics management, public administration, contract compliance, personnel management, and program management.
- Innovative in designing and implementing policies and procedures to ensure program sustainability and effectiveness.
- Skilled organizer with strong background in communication, information management, and organizational leadership.
- Committed to the highest levels of professional and personal excellence.

EDUCATION

Northwestern University

Evanston, IL

December 2012

Degree: *Master of Arts*

Major(s): Public Policy and Administration

Academic: Cumulative GPA: 3.867/4.0, 52 Quarter Credit Hours Completed

Course Highlights: Scope and Dynamics of Public Policy, Analytic Methods for Public Policy Analysis, Elementary

Statistics, Foundations of Leadership, Fundamentals of Public Administration, Elements of Public Finance and Budgeting

Rocky Mountain College

Billings, MT

May 2010

Degree: *Bachelor of Science*

Major(s): Political Science, History, Philosophy, and Religious Thought

Academic: Cumulative GPA: 3.81/4.0, *summa cum laude*, 124 Semester Credit Hours Completed

RELATED EXPERIENCE

Cheyenne VA Medical Center

Cheyenne, WY

September 2012-Present

Chief, Prosthetic and Sensory Aids Service (PSAS)

GS-11, \$57,408/annually

Supervisor: Jay Barriento, Chief, Procurement and Logistics Office, (307) 778-7550 ex. 7257, may be contacted

- Lead and supervise 6 full-time employees while overseeing daily operations including procurement, prosthetics inventory, open and pending consults, timeliness and data compliance monitors, specialty programs, and mandatory contracts at the local, regional, and national level
- Develop and monitor \$10.5 million operating budget while ensuring cost effective procurement in a timely manner
- Achieve timeliness score of 91% (26% above national average), 95% compliance with fulfillment of consults, 98% compliance with national contracts, and 100% accuracy with serial number entries
- Coordinate and establish the first medical facility in VISN 19 to fully transition all prosthetic procurement packages over \$3K to warranted contracting officers so to comply with Federal Acquisition Regulations 9 months before the fiscal year deadline
- Design and execute inventory service agreements for 16 clinical service locations to ensure accountability and oversight of prosthetics stock stored and issued throughout the medical facility while ensuring a 91.38% average accuracy rate with inventory wall to wall counts

- Create and implement 16 prosthetic consults to ensure all prosthetic items and services requested are clearly categorized, described, and medically justified
- Maintain a cumulative patient dissatisfaction rate of 0.6% (bottom 1%) amongst all facility level service lines
- Develop and administer facility level standard operating procedures for prosthetic consults, procurement, will-call management, repairing, returning, and re-issuing equipment, Home Improvement & Structural Alteration (HISA) Grant program, Automobile Adaptive Equipment (AAE) program, and Home Oxygen program
- Lead and organize the first 5 VA formal consignment agreements established in the facility's history for improved tracking, issuance, and payment of inventory supplies in Surgical Service Line (SSL) and Physical Medicine and Rehab Service (PM&RS)
- Develop and manage local level SharePoint website as "one-stop-shop" education source for PSAS programs and services
- Improve regional market competitiveness for services by increasing contract vendor bidding options from 1 to 12 for access and transport equipment (ramps, stair glides, and lifts)

VA Palo Alto Healthcare System

Palo Alto, CA

October 2011-September 2012

Administrative Resident (Technical Career Field program), PSAS

GS-9, \$56,172/annually

Preceptor and Supervisor: Dustin Thompson, Chief, PSAS, (650) 493-5000 ex. 65900, may be contacted

- Oversaw purchase, rental, delivery, and repair of prosthetic items and services in accordance with VISN and national regulations and policies
- Served as an advisor to clinical and procurement staff with regard to prescription and acquisition of prosthetic items and services
- Analyzed complex information concerning new developments and supply sources in the field of prosthetics
- Implemented process improvement initiatives and ensured the proper management of contracting procurement, inventory, and benefit programs such as HISA Grants, AAE, and Clothing Allowance
- Served as liaison and facilitator of local and national level committees and conferences to improve and maximize administrative systems so to effectively utilize and navigate prosthetic protocols

RELATED PROJECTS, COMMITTEES, AND ACCOMPLISHMENTS

Cheyenne VA Medical Center – Local Level

- **Survey Designer**, "Patient Satisfaction Survey of Contract Vendors" program November 2013-Present
- **Program Designer and Coordinator**, "Professional Development Plan – Training Grid" August 2013-Present
- **Project Lead**, "Program Redesign Initiative" for management and issuance of equipment stored at the durable medical equipment (DME) contract vendor's warehouse August 2013-Present
- **Facilitator and Contracting Officer's Representative**, Rapid Process Improvement Workshop, VA formal consignment agreements for intraocular lens, hips, knees, and joints (non-biological implants), surgical mesh, bone chips and putty, and knee braces May 2013-Present
- **Program Coordinator**, Home Improvement & Structural Alteration Committee February 2013-Present
- **Co-Chair**, Home Respiratory Care Committee February 2013-Present
- **Board Member**, Administrative Executive Board February 2013-Present
- **Records Liaison Officer**, Records Management Program December 2012-Present

Veterans Integrated Service Network (VISN) 19 – Regional Level

- **Team Member**, VISN 19 Prosthetics/Surgical Implants Contracting Workgroup February 2013-Present
- **Committee Member**, VISN 19 Prosthetics Leadership Board September 2012-Present
- **Reviewer and Editor**, Network Contracting Office, Prosthetic Procurement July 2013

VA Palo Alto Healthcare System – Local Level

- **Lead Inspector**, TCF Graduation Project, “Site Review and Recommendations Report” September 2013
- **Board Member**, Technical Evaluation Board Committee, “Statement of Work” for durable medical equipment (DME) contract for VISN 21 January 2013
- **Joint Lead and System User**, PSAS SharePoint Management Team March 2012-September 2012
- **Lead Policy Planner and Writer**, Standard Operating Procedure Series October 2011-September 2012
- **Team Member**, Rapid Process Improvement Workshop, “Dental Service Consult Management and Tracking Best Practice Guidelines” November 2011

VA Central Office, Prosthetic and Sensory Aids Service – National Level

- **Council Member**, PSAS National Strategic Communications Council September 2013-Present
- **Board Member**, TCF PSAS Governing Board August 2013-Present
- **Policy Writer**, Academic Excellence & Workforce Development Council, “Amputee Clinic Management” standard operating procedure May 2013
- **TCF National Project Group Member and Presenter**, 2013 Prosthetics Leadership Board Conference, “Cost-Benefit Analysis of VA O&P Services” research report and presentation May 2013
- **Workgroup Member**, National TCF HR Documents Workgroup December 2012-May 2013

VA MANAGEMENT TRAINING, COURSES, AND SEMINARS

Auditing for Internal Control and Risk Assessment , Skillsoft Learning	November 2013
Strategic Planning , Cheyenne VA Medical Center’s Office of the Medical Center Director	August 2013
Medical Sharing Office Healthcare Customer Training , VA Medical Sharing Affiliate Office	August 2013
Developing a High-Performance Organization , Skillsoft Learning	August 2013
Facilitative Leadership , Skillsoft Learning	August 2013
Federal Acquisition Certification , VA Acquisition Academy	April 2013
New Supervisor’s Training (Nuts and Bolts) , VA Talent Management System	March 2013
Approving Official Training , VA Network Contracting Office 19 – Live Meeting Session	October 2012
Time Keeper’s Training , VA Fiscal Service Online Course	October 2012

AWARDS AND RECOGNITION

Excellent Rating for FY13 , Executive Career Field (ECF) Performance Appraisal	November 2013
Certificate of Completion for Class of 2011 , Technical Career Field (TCF) Program	October 2013
“Achievers” Announcement for Academic and Professional Milestones , Billings Gazette	August 2013
Certificate of Appreciation , Healthcare Talent Management Office (HTMO)	May 2013
PSAS Employee of the Month , VA Palo Alto Healthcare System	April 2012
PSAS Customer Service Award , VA Palo Alto Healthcare System	January 2012
Dean’s List High Honors , Rocky Mountain College	May 2010
Dean’s List , Rocky Mountain College	May 2007-May 2010
Exceptional Scholastic Achievement , Who’s Who in American Universities and Colleges	April 2006
Employee of the Year Award , Residential Support Services	December 2006

GRADUATE COURSE PROJECTS

Foundations of Leadership, Northwestern University Spring Quarter 2011

- Developed, managed, and coordinated various group-based work sessions, exercises, and projects focused on the administration of leadership tools and programs

Innovations in Health and Human Services, Northwestern University Fall Quarter 2010

- Generated analytical critiques and proposals using quantitative and qualitative tools such as applied research and writing, cost-benefit analysis, and decision analysis

TECHNICAL SKILLS

Computer: Proficient with all Microsoft Office applications, Statistical Package for the Social Sciences, Adobe Acrobat, File Transfer Protocol clients, HyperText Markup Language editing and Cascading Style Sheets coding, HotDocs, and various social media networks (Facebook, LinkedIn, YouTube, and MySpace)

Programs and Database Systems: ProClarity, Electronic Contract Management System (eCMS), National Prosthetic Patient Database (NPPD), Vista, Prosthetics Vista Suite (GUI), Integrated Funds Distribution Control Point Activity Accounting & Procurement (IFCAP), Prosthetics Inventory Package (PIP), Prosthetic Clinical Management (PCM) Report Center, Veterans Services Network (VETSNET), Veterans Affairs Time and Attendance System (VATAS), InfoTrac, LexisNexis, EPSCOhost, Social Science Research Network, and The CQ Researcher

Typing Speed: 50 WPM

COMMUNITY INVOLVEMENT

Volunteer, Montana Rescue Mission Ministries-Men's Shelter, Billings, MT

August 2010

Volunteer, Big Brothers Big Sisters of Yellowstone County, Billings, MT

June 2009