

# Veronica Martinez

---

## Operations • Leadership • Engagement

Chandler, AZ | (602) 413-1748 | vmrtzaz@gmail.com |  
linkedin.com/in/veronica-martinez-phx/

## Results-Driven Professional

Dynamic operations leader with a proven track record of building top-performing teams and creating highly productive environments. Adept at recruiting, training, mentoring, and inspiring teams to excel. Possesses unique management talents, in-depth business acumen, and outstanding communication, interpersonal, and time management skills. Highly effective at cultivating strong relationships, promoting synergy, and driving maximum operational impact with minimal resources.

## Core Competencies

- Strategic Thinking & Execution: Proven ability to align operations with strategic goals.
- Leadership & Team Development: Experienced in fostering professional growth and team loyalty.
- Project Management: Expertise in leading complex merger and integration initiatives.
- Process Improvement & Optimization: Skilled in enhancing workflows for greater efficiency.
- Client & Stakeholder Engagement: Strong relationship management and communication skills.
- Software Proficiency: Tableau, CRM, Compass, eCW, Athena, Avaya CMS, Office 365, NextGen, WellSky.

## Professional Experience

### HealthyU Clinics – Mesa, AZ | Manager - Mergers, Acquisitions, and Integrations

*March 2024 – August 2024*

Led cross-functional collaboration to ensure smooth mergers, acquisitions, and integration of newly acquired clinics. Spearheaded project management efforts to align expansions with organizational goals while fostering a positive, supportive environment.

- Developed efficient operational processes to streamline workflows and track integration progress.
- Strengthened cross-department collaboration using project management tools to ensure accountability.
- Provided leadership and mentorship to enhance staff skills during integration initiatives.

### **A Place At Home – Scottsdale, AZ | Vice President of Operations**

*July 2023 - December 2023*

Oversaw all operations, including budget management and departmental oversight. Led strategic growth initiatives while maintaining service excellence across home care services.

- Enhanced scheduling efficiency by 20% through streamlined workflows.
- Boosted recruitment effectiveness by 35% by refining the candidate experience and hiring process.
- Fostered a culture of excellence by promoting professional development and positive work environments.

### **QTC Management – Phoenix, AZ | Associate Director of Operations, Clinic Services**

*August 2018 - November 2022*

Directed operations across 15-39 regional medical clinics. Focused on contractual compliance, cost management, and strategic business development while enhancing provider relations and optimizing staffing.

- Improved regional staffing by 75% within 60 days, enhancing operational support.
- Drove operational efficiency by mentoring managers and fostering collaborative relationships.
- Led the development of workflows for Social Security processes, significantly improving tracking and resolution.

### **Oscar Health Hub – Tempe, AZ | Manager of Complaints, Grievances, and Appeals**

*April 2017 - August 2018*

Managed grievance and appeal processes, ensuring compliance and timely issue resolution in a high-volume call center environment.

- Reduced complaint response time by 50% through effective case management and tracking systems.
- Slashed complaint volume by 30% by implementing process improvements and enhancing internal collaboration.
- Increased operational efficiency by 100% through process gap analysis and new SOP development.

### **Humana – Remote, AZ | Clinical Operations Manager**

*April 2008 - March 2017*

Led a team of supervisors and 90 nurses, optimizing clinical operations and improving team performance.

- Boosted nurse productivity by 20% through leadership and process improvements.
- Improved clinical case management by 25% via focused training on time management and documentation.
- Increased regional performance by 15% by sharing best practices and promoting team success stories.

## **Education & Certifications**

### **University of Phoenix**

*Master of Business Administration (2020)*

*Bachelor of Science, Management (2018)*

### **University of California, Irvine**

*Chief Executive Leadership Development Program (2022)*

Certifications: Lean Six Sigma

## **Volunteer Experience**

### **National Veterans Wheelchair Games – Tempe, AZ | July 2022 - Present**

Coordinated volunteer events, managed travel and accommodations, and supported day-to-day transportation needs.