

Tracy Mah

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Professional Summary

Highly motivated, innovative individual with extensive experience in delivering strong team leadership combined with exceptional communication and operations management. Analytical thinker skilled in successfully managing projects from conception phase through completion stage. Collaborative communicator continually focused on building relationships and promoting synergy across business lines to drive positive change, cohesive, comprehensive business approaches and enhanced profitability. Critical thinking abilities to anticipate needs of management team and staff to assist in prioritizing tasks and resolving operational and administrative issues. Proven ability to collaborate effectively with individuals at all levels of an organization. Technically proficient in MS Office Suite, QuickBooks, ADP Payroll System, PracticeFusion, Photoshop, Social Media platforms, and Google Applications. Multilingual in English, Cantonese, and Mandarin.

CORE COMPETENCIES

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|-----------------------|-------------------------|--------------------------|
| ✓ Strategic Planning | ✓ Team Leadership | ✓ Project Management |
| ✓ Strong Communicator | ✓ Relationship Building | ✓ Problem Resolution |
| ✓ Analytical Skills | ✓ Business Development | ✓ Teamwork/Collaboration |
| ✓ Process Improvement | ✓ Quick Learner | ✓ Technically Savvy |
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PROFESSIONAL EXPERIENCE

1060 OB GYN, LLC, New York, NY **2012 – Present**

Office Manager/Executive Assistant

- ✓ Increase patient flow by 10,000
- ✓ Manage daily operations of a fast-paced office to include recruiting, hiring, and training employees; administer payroll duties; manage timesheets; schedule staff; track inventory; and approve supply requisitions.
- ✓ Design and implement filing systems to ensure accurate, time-saving method of keeping files and records organized.
- ✓ Develop marketing strategies to increase revenue growth and new business development.
- ✓ Network with hospital representatives and external stakeholders to build strong business relationships, increase business development, and maximize revenue growth.
- ✓ Used strong customer service skills to greet and welcome clients in a friendly, professional manner.
- ✓ Manage doctors' complex and frequently changing schedule and coordinate pre-planned and emergency surgeries
- ✓ Use exceptional conflict resolution skills to solve patient problems, de-escalate difficult situations, and prevent emerging issues from intensifying.
- ✓ Conduct research to prepare, gather, and proof briefing material for meetings

My Love Group Corp, New York, NY

2012 (part-time)

Database Associate /Social Media Coordinator

- ✓ Used exceptional marketing abilities to connect with customers through social media platforms.
- ✓ Managed public relations by creating website and web content, greeting clients, networking to build a list of contacts, and providing exceptional customer service to promote new designs and products.

Teaching, Learning, and Technology, Stony Brook, NY

2010 – 2012

SINC Site Consultant / Manager

- ✓ Used expert technical skills to troubleshoot system issues for professors and students.
- ✓ Provided workshops and training opportunities to educate individuals in technical skills.
- ✓ Performed technical support to ensure sites were running efficiently and smoothly.
- ✓ Managed daily operational duties and workflow of over 100 employees to include hiring, scheduling, training, assigning daily tasks, and ensuring policies and procedures were followed.

ISS Summer Camp, New York, NY

2009

Counselor

- ✓ Developed age-appropriate educational materials to tutor students in summer program.
 - ✓ Planned engaging activities to promote learning opportunities and retention of information.
 - ✓ Communicated with parents, staff, and students to provide feedback on improvements and progress.
 - ✓ Chaperoned students on field trips and program activities.
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EDUCATION

Bachelor of Science, Health Science Informatics, SUNY Stony Brook University, New York, NY
TLT Senior Consultant Internship, SUNY Stony Brook University, New York, NY