

# JACQUANA LYSTER

Assisted Living Administrator

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## PROFILE

An Assisted Living Administrator with 2 years of experience effectively managing and overseeing daily operations of assisted living facilities. Strong background in maintaining regulatory compliance, developing and implementing resident-centered care plans, and enhancing the overall quality of life for residents. Skilled in staff supervision, financial management, and fostering positive relationships with residents and their families. A compassionate and results-driven leader dedicated to ensuring the provision of exceptional care and services in assisted living communities.

## LINKS

[linkedin.com/in/jacquanalyster](https://www.linkedin.com/in/jacquanalyster)

## SKILLS

Budgeting

Staff Management

Resident Care

Regulatory Compliance

Facility Maintenance

Conflict Resolution

Marketing

## LANGUAGES

English

Portuguese

## EMPLOYMENT HISTORY

### Assisted Living Administrator at Avera Prince of Peace, SD

Mar 2023 - Present

- Successfully increased resident satisfaction rates by 35% through the implementation of targeted programs and services, leading to a 20% increase in occupancy rates within two years at Avera Prince of Peace.
- Streamlined staff scheduling and training processes, resulting in a 25% reduction in labor costs and a 15% improvement in employee retention rates over a three-year period.
- Implemented a comprehensive quality assurance program that led to a 40% decrease in safety incidents and a 30% reduction in medication errors, contributing to a consistently high rating from the South Dakota Department of Health.
- Secured over \$500,000 in grants and funding for facility improvements and expansions, including the addition of a state-of-the-art memory care unit, increasing the capacity to serve more residents and enhancing the overall quality of care provided.

### Assistant Assisted Living Administrator at Dow Rummel Village, SD

Sep 2021 - Feb 2023

- Successfully implemented a new staff training program that increased employee satisfaction by 20% and reduced turnover by 15% within the first year at Dow Rummel Village.
- Streamlined the resident admission process, reducing paperwork and wait times by 30%, leading to a 10% increase in occupancy rates within six months.
- Oversaw the planning and execution of a \$1 million renovation project that modernized common areas and improved accessibility, resulting in a 25% increase in resident satisfaction ratings.

## EDUCATION

### Bachelor of Science in Healthcare Administration at University of South Dakota, Vermillion, SD

Sep 2016 - May 2021

Relevant Coursework: Healthcare Management, Healthcare Finance, Health Policy and Law, Health Information Systems, Quality Improvement, Human Resources, Healthcare Marketing, Ethics in Healthcare, and Organizational Behavior.

## CERTIFICATES

### Certified Assisted Living Administrator (CALA)

Feb 2022