

# Kellan Dahlem

Business Office  
Manager

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## Details

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(689) 121-7124

123 Main St, Boise, ID 83702

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## Profile

Results-driven Business Office Manager with 2 years of experience in effectively overseeing daily operations, financial management, and administrative functions. Proven ability to streamline processes, optimize team productivity, and ensure timely completion of projects. Strong communication and interpersonal skills, with a keen eye for detail and commitment to maintaining high standards of accuracy and organization. Adept at building collaborative relationships with cross-functional teams, vendors, and clients to achieve business objectives and drive continuous improvement.

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## Employment History

### Business Office Manager at Hillcrest Healthcare, ID

Feb 2023 - Present

- Successfully reduced operational costs by 15% over a one-year period through the implementation of cost-saving initiatives and streamlined processes at Hillcrest Healthcare, ID.
- Increased overall employee satisfaction by 20% within two years by implementing effective communication channels, regular feedback sessions, and tailored training programs for the staff.
- Improved accounts receivable collections by 25% within 18 months, resulting in a significant increase in cash flow and a decrease in outstanding debts for Hillcrest Healthcare, ID.
- Enhanced office efficiency by 30% over a three-year period through the introduction of new technology solutions, including an electronic document management system and an automated scheduling tool.

### Assistant Business Office Manager at St. Luke's Health System, ID

Sep 2021 - Dec 2022

- Successfully reduced outstanding patient account balances by 35% within a year, resulting in a decrease of \$2.5 million in bad debt for St. Luke's Health System.
  - Streamlined the billing and collections process, reducing average days in Accounts Receivable (AR) from 45 days to 30 days, leading to an annual increase of \$1 million in cash flow.
  - Implemented a new electronic payment system, increasing the rate of on-time payments by 20% and reducing manual processing time by 50%.
  - Led a team of 10 staff members in the Business Office, achieving a 15% increase in productivity and a 10% reduction in employee turnover through targeted training and performance management initiatives.
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## Education