

CHANDA DICKE

Senior Executive Assistant & Independent Manager






PROFILE

A seasoned & diverse employment history focused on enterprise-wide quality improvement. Years of experience serving top level executives. From large collaborative project coordination, event management, and publication production to day-to-day office management.

CONTACT

 | 614.581.2051
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 | www.chandadicke.com
 | Charleston, SC

SKILLS

Administrative	
Customer Service	
Mentoring/Encouraging	
Staffing/Training	
Quality	
Event Planning	
Microsoft Office	
SharePoint	
Copy Writing	
Kronos	
Concur	

ACHIEVEMENTS

Miami University
Bachelor's in Business Education.
Chapter President of Delta Gamma

The Ohio State University
Masters Degree in Business Education.

Mentoring / Philanthropy
High School Basketball Coach.
Volunteer with The Childhood League
Center for Autistic Children.

EXPERIENCE

Executive Assistant to COO, Assoc. VP of Network Management & Director of Operations

Molina Healthcare of South Carolina

Provides excellent organization and time management skills while adhering to all deadlines. Makes necessary arrangements to ensure that details for meetings are complete – including scheduling, recording and transcribing minutes and overseeing financial transactions. Maintains confidential administrative and clerical support to executives as needed. Schedules appointments, WebExes, conferences, luncheons, hotel reservations and travel plans. Maintains confidentiality and compliance with Health Insurance Portability and Accountability Act. (HIPPA). Completes all Concur expense reports for the staff as needed.

Project Assistant, Integrated Revenue Cycle

Medical University of South Carolina

Provided leadership and support for the Patient Accounting Directors as well as the Chief Revenue Officer. Duties included executive management support for Directors and their operational areas; department coordination needs, facilitation of internal and external communication with employees, physicians and/or department representation, MUSCP corporate staff, vendors and patients; IT support; and Revenue Cycle program support for educational programming related to coding, billing and payer liaison activities.

Manager, Quality Institute

Ohio Hospital Association

OHA's overall mission is to help hospitals work together for the common good. My role in that was to assist the Vice President and the Director of Quality Improvement, while acting as the manager of the Quality Institute. Duties rendered were project management, quarterly meeting coordination, manage communication between board members and staff, maintain and collect account receivables. Achievements during my time included: bringing our accounts receivable from over \$500,000 down to \$20,000, and played a major role in the creating and launch of an iPad application that tracked Hand Hygiene of hospital staff and visitors. This application has won national awards and is still used today throughout Ohio Hospitals.

Sr. Executive Assistant to CEO and President

Experience Columbus

Functions included prioritizing the workload of the CEO, managing email marketing campaigns, preparing expense reports on behalf of senior executives, and managing communications with local political leadership. The most rewarding part of this experience was diversifying connections within the community and helping create profitable events for the city.

Manager of Fund Raising

Jack Nicklaus Museum

Managed a \$5,000,000 fund raising initiative for the Jack Nicklaus Museum, coordinating with the Board of Directors including: Gerald Ford, Bob Hope, Sean Connery, Pandel Savic as well as 10 professional golfers. The museum was created and resides at The Ohio State University

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