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PROFESSIONAL SUMMARY High-performing **Clinic Operations Leader** with over 15 years of experience managing **multi-site medical** and wellness facilities. Expert in **patient flow optimization**, **revenue cycle oversight**, and **front office operations**. Adept at leading **cross-functional teams**, implementing **process improvements**, and leveraging **KPI data** to enhance **clinic efficiency** and **provider productivity**.

CORE SKILLS

- **Clinic Leadership:** Practice Management, Clinic Operations, Multi-Site Leadership, Front Office Operations, Healthcare Administration
- **Operational Efficiency:** Patient Flow Optimization, Workflow Optimization, Scheduling Systems, Patient Experience
- **Financial & Data Management:** Revenue Cycle Management, KPI Reporting & Analytics, Billing & Collections, Financial Reporting, QuickBooks
- **Staff Development:** Staff Hiring, Training & Development, Provider Alignment, Cross-Functional Leadership
- **Compliance:** HIPAA / OSHA Compliance, EMR/EHR Management

PROFESSIONAL EXPERIENCE

Senior Practice Manager Oklahoma Men's Clinic — Oklahoma City & Tulsa, OK | Aug 2024 – Present

- Oversee **daily operations** across two clinic locations, managing **staffing**, **scheduling**, **compliance**, and **workflow** for a 12-person team.
- Direct **front office operations**, **patient intake**, and **scheduling systems** to ensure efficient **patient flow** and high service standards.
- Manage **revenue cycle operations**, including **billing**, **collections**, and **financial reporting** in **QuickBooks**.
- Track and analyze **KPI performance** (patient volume, retention, revenue, conversion rates, **operational efficiency**) to drive data-based improvements.
- Trained 17 physicians on **sales processes** and **patient communication** strategies, improving **treatment acceptance** and consistency.
- Implemented **workflow improvements** to reduce **patient wait times** and improve overall **clinic efficiency** while supporting providers and staff.

Store & Events Manager Estée Lauder Companies — Oklahoma | Jul 2022 – Aug 2024

- Managed high-volume **retail operations** and event-based **customer engagement** programs.
- Coordinated **omnichannel promotional events** across Oklahoma City and Tulsa to increase traffic, brand visibility, and **revenue performance**.
- Trained staff on **client experience standards**, **communication**, and **service delivery excellence**.
- Improved **operational workflows** to enhance **customer engagement** and **sales performance**.

District Manager The Joint Chiropractic — Edmond, OK | Oct 2019 – Jul 2022

- Oversaw operations across 5 clinic locations, supporting multiple providers and **front office teams**.
- Standardized **scheduling systems**, **patient flow processes**, and **administrative procedures** across locations to ensure consistency.

- Maintained a 95% **patient satisfaction** score through consistent service delivery and **operational improvements**.
- Monitored **KPI performance** and implemented **process improvements** to increase **efficiency** and **productivity**.

General Manager / Launch Director StretchLab — Edmond, OK | Feb 2016 – Sep 2019

- Led full **clinic launch** and **operational setup**, including **hiring, onboarding, training, and workflow development**.
- Managed **daily operations** and trained a 10-person team, including **scheduling, staffing, and performance oversight**.
- Executed local outreach and **marketing initiatives** to drive **membership growth** and **client acquisition**.
- Built foundational membership base and achieved strong pre-opening and early **revenue performance**.

EDUCATION & CREDENTIALS

- **Certified Dental Assistant (CDA)** — Dental Assisting National Board
- **Technical Trade Training – Healthcare / Administrative Focus** — Platt College, Oklahoma City, OK

TECHNICAL SKILLS

- **Financial Software: QuickBooks**
- **Administrative Tools: Microsoft Office Suite, Google Workspace**
- **Operational Platforms: EMR/EHR Systems, Scheduling Platforms, CRM Systems, Healthcare Operations Systems**