

VANESSA C. AUGUSTE

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VICE PRESIDENT OF OPERATIONS | HEALTHCARE EXECUTIVE

Dynamic healthcare executive with 15+ years of leadership experience driving operational excellence, financial performance, organizational growth, and strategic transformation across healthcare organizations. Proven track record of leading multi-site operations, optimizing revenue cycle performance, developing high-performing teams, and implementing scalable business strategies that improve profitability, efficiency, and patient outcomes.

Recognized for building operational infrastructures, leading organizational change, and aligning people, processes, and resources with long-term business objectives. Expertise includes executive leadership, healthcare administration, P&L management, regulatory compliance, workforce development, strategic planning, and performance improvement.

EXECUTIVE CORE COMPETENCIES

- Executive Operations Leadership
- Strategic Planning & Execution
- P&L Management
- Financial Planning & Budget Oversight
- Healthcare Administration
- Multi-Site Operations Management
- Revenue Cycle Optimization
- Regulatory Compliance & Risk Management
- Organizational Development
- Workforce Planning & Talent Acquisition
- Process Improvement & Lean Operations
- Performance Metrics & KPI Development

- Vendor & Contract Negotiations
 - Business Development & Strategic Partnerships
 - Change Management & Organizational Growth
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PROFESSIONAL EXPERIENCE

NEOMEDICINE INSTITUTE

Director of Operations | November 2025 – Present

- Provide executive leadership for organizational operations, ensuring alignment between strategic objectives and day-to-day execution.
- Oversee budgeting, financial planning, resource allocation, workforce development, and organizational performance initiatives.
- Establish and monitor operational KPIs and executive dashboards to support data-driven decision-making.
- Lead process improvement initiatives that enhance efficiency, productivity, and service delivery.
- Develop policies, procedures, and compliance programs that support organizational growth and regulatory adherence.
- Collaborate with executive leadership to identify expansion opportunities and implement strategic business initiatives.
- Manage vendor relationships, operational contracts, and organizational resources to maximize performance and cost efficiency.

WELLNESS RESEARCH & CONSULTING | OFFICE OF DR. ALFRED SEARS

General Manager | November 2021 – May 2025

- Directed enterprise operations across six business entities with responsibility for financial management, workforce leadership, customer experience, and operational strategy.
- Managed 50+ direct reports and supported consistent annual organizational growth through effective leadership and operational execution.

- Developed and administered budgets, forecasts, procurement strategies, and resource allocation plans.
- Implemented operational policies and performance standards that improved organizational efficiency and accountability.
- Led cross-functional teams to achieve strategic objectives while ensuring compliance with regulatory requirements.
- Oversaw customer service operations and operational infrastructure improvements that enhanced client satisfaction and retention.

TRUDERM PA

Business Office Manager | October 2020 – November 2021

- Directed daily operations of a high-volume dermatology practice, overseeing staffing, patient experience, revenue performance, and compliance.
- Led a team of 25 employees and achieved a 90% patient satisfaction rating through operational improvements and workforce development.
- Implemented scheduling and workflow enhancements that reduced patient wait times and improved service delivery.
- Negotiated vendor agreements that generated significant annual cost savings.
- Led implementation and adoption of electronic medical record systems and telehealth services.
- Supported business growth initiatives through provider relations, market development, and strategic partnerships.

VALUE CARE AT HOME

Office Manager | June 2019 – October 2020

- Directed administrative operations, recruitment, onboarding, payroll, scheduling, and caregiver placement activities.
- Increased revenue through effective revenue cycle oversight and operational management.
- Developed workforce training programs and performance management systems that improved employee engagement and productivity.

- Maintained compliance with healthcare regulations and company policies while supporting organizational growth initiatives.

LYNDEN NURSING SERVICE

Clinical Records Manager | January 2017 – June 2019

- Managed clinical records operations, regulatory compliance activities, and administrative support functions.
- Improved data accuracy, record accessibility, and operational efficiency through process improvements and electronic record management.
- Supported provider relations and business development initiatives through community outreach and stakeholder engagement.

ELDERSERVE HEALTH / RIVERSPRING AT HOME

Membership Service Specialist | January 2011 – December 2016

- Supported healthcare reimbursement operations and managed medical records for more than 10,000 members.
- Facilitated communication between providers, patients, and state agencies to support service delivery and compliance.
- Generated operational and performance reports for executive leadership to support informed decision-making.

EDUCATION

Bachelor of Arts (B.A.), Business & Finance

Brooklyn College | Brooklyn, New York
