Steven Kowalski

PRACTICE ADMINISTRATOR

Milwaukee, WI • (414) 555-0137 • steven.kowalski@email.com • linkedin.com/in/stevenkowalski

SUMMARY

Practice administrator with 10 years in physician practice operations, overseeing a dermatology group with 16 providers, 70 staff and 4 offices. Directs budgeting, revenue cycle management, HIPAA and OSHA compliance, and marketing for new patient growth. Grew new patient visits 27% in 2 years while cutting claim denials in half.

SKILLS

- Revenue Cycle Management
- Budgeting
- Payer Contracting
- HIPAA
- OSHA
- CLIA Compliance
- Marketing
- Excel
- Microsoft Office
- Leadership

EXPERIENCE

Practice Administrator 03/2021 - Present

Lakeshore Dermatology Partners Milwaukee, WI

Dermatology group with 9 physicians, 7 PAs, 70 staff, 4 offices and an in-house Mohs lab.

- Direct operations and a $14M operating budget, presenting monthly Excel results to the physician owners.
- Improved revenue cycle management, cutting denials from 9% to 4% and A/R over 90 days to **8%**.
- Launched a marketing plan with referral outreach and online scheduling that grew new patient visits 27%.
- Maintain HIPAA, OSHA and CLIA compliance for 4 offices and the Mohs lab, with clean 2024 inspections.

Practice Manager 05/2018 - 02/2021

Brew City Family Physicians Milwaukee, WI

Family medicine practice with 7 providers and 32 staff.

- Managed 32 staff and a $5.2M annual budget, holding expenses 3% under plan.
- Built provider productivity reports in Microsoft Office that supported 2 new provider hires.
- Negotiated supply and reference lab contracts, saving $85,000 a year.

Billing Supervisor 06/2016 - 04/2018

Northshore Medical Billing Services Glendale, WI

- Supervised 6 billers working claims for 14 client practices.
- Cut average claim turnaround from 9 days to 4 by setting daily work queues.

EDUCATION

Bachelor of Business Administration 05/2016

University of Wisconsin-Milwaukee Milwaukee, WI

Health Care Management

CERTIFICATES

Certified Medical Practice Executive (CMPE)

American College of Medical Practice Executives (MGMA)

09/2022

Certified Professional Biller (CPB)

AAPC

11/2017