

Baraa Chalar

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PROFESSIONAL SUMMARY

As a seasoned healthcare, technology, and management professional, I bring a unique blend of expertise in healthcare operations, technology implementation, and team management, driving efficiency, innovation, and exceptional results. With a proven track record of leading cross-functional teams, managing complex projects, and delivering high-quality outcomes within budget, I excel in fast-paced environments, leveraging skills in strategic planning, process improvement, and change management. Committed to continuous learning and improvement, I prioritize effective communication, collaboration, and emotional intelligence to foster strong relationships with clients and team members, ensuring seamless execution and optimal results.

WORK EXPERIENCE

Sunrise Senior Living

Oakland, CA

Memory Care Coordinator

Jul 2022 - May 2023

- Reorganized department operations to enhance service quality and uphold community standards, resulting in rebuilt client relationships and the successful execution of numerous projects.
- Developed and implemented in-house training and onboarding programs, reducing dependency on external agencies and achieving a cost saving of \$100,000 per month.
- Coordinated with regional directors to achieve operational goals and metrics, contributing to multi-departmental management, staff hiring, and scheduling to ensure smooth operations.

The Cottages of Carmel Senior Living

Carmel, CA

Medicine Technician

Nov 2020 - Oct 2021

- Administered essential medical care to COVID-19 positive residents, ensuring adherence to health protocols and contributing to their recovery process.
- Fostered relationships with residents and their families to enhance their quality of life during challenging health situations.
- Coordinated with physicians to manage medication reorders and report resident health updates, maintaining clear communication regarding any atypical conditions.

Pacifica Senior Living

Monterey, CA

Memory Care Coordinator

Nov 2020 - Oct 2021

- Formulated and executed a new operational system complemented by a workflow guide, resulting in a substantial increase in facility utilization to full capacity.
- Fortified client relationships by instituting consistent communication protocols, leading to heightened satisfaction and strengthened trust.
- Facilitated cross-functional collaborations that amplified lead generation and improved the visibility of the department.

Geriatric Medical Center and Amor Medical Spa
Medical Center Manager

Monterey, CA
Sep 2018 – Sep 2019

- Oversaw clinic operations, streamlining processes across reception, scheduling, medical assistance, and billing, which enhanced overall practice efficiency through the integration of electronic systems and the EPIC system.
- Created and maintained three patient-centered websites, increasing clinic visibility, and designed informational brochures that clearly communicated available services.

Pharmacy One
Pharmacy Manager

Amman, Jordan
Jan 2012 - Jul 2016

- Directed daily operations and customer service functions, resulting in the achievement of targeted sales goals through improved service quality.
- Supervised prescription management and accurate dispensing of medications, including controlled substances, upholding high standards of patient care.
- Compiled and submitted regulatory compliance reports, consistently maintaining strict conformance with healthcare regulations.

EDUCATION

Western Governor's University	Danville, CA
Bachelor of Software Engineering	
Herzing University	Atlanta, GA
MBA in Healthcare Management	
Al-Ahliyya Amman University	Amman, Jordan
Bachelor of Pharmacy	
Pharmacy One	Amman, Jordan
Professional Diploma in Pharmaceutical Marketing	

CERTIFICATIONS

AWS Certified Cloud Practitioner	Amazon
CompTIA Project+	CompTIA
Certified Dementia Practitioner	NCCDP
Certified Pharmacy Technician	PTCB

SKILLS

Project Management • CompTIA Project+ • AWS Certified Cloud Practitioner • High Technical Literacy • Effective Communication • Leadership • Negotiation • Problem Solving • Conflict Resolution • Healthcare compliance • process improvement • conflict resolution • electronic health record (EHR) systems