**Julianna Lee (312) 582-0871 ●** [**JLouiseLee@gmail.com**](mailto:JLouiseLee@gmail.com)

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**PROFESSIONAL SUMMARY**

Administrator with 15 years experience serving in major research and academic medical centers. Record of success in large, complex organizations – especially adept in forging collaborative relationships among teams and across departments. Comprehensive experience in business and clinical operations, human resource management, developing and deploying infrastructure, program evaluation, process improvement, project management, and space planning. Skillful in managing time and priorities; exceeding expectations by responding rapidly and effectively to fast-changing priorities. Recognized for fair, honest, and up-front communication style, impeccable dependability, integrity, adaptability, and grace under pressure.

**Background and proven expertise in:**

* Human resource management
* Process improvement
* Program launch and evaluation
* Business operations
* Project management
* Strategic financial planning
* Research administration
* Faculty and staff development
* Facilities oversight
* Clinical operations and revenue stream

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**CAREER HISTORY**

**Assistant Director** 2018 to present

University of Iowa Public Policy Center

Oversee the operational and administrative activities of the Public Policy Center (PPC) to support the highest quality interdisciplinary research, engagement, and student success activities. Create and implement strategic operations to facilitate creative initiatives that are important to the future of the Public Policy Research Center and its mission within the University of Iowa.

* Support and evaluate six research programs and the Iowa Social Science Research Center (ISRC)
* In coordination with the PPC Director, develop, implement, and evaluate the Center’s strategic vision, and goals for the research programs within the Center and ISRC
* Provide direct administrative supervision of budget, financial, human resource, operational, and community engagement activities and staff

**Department Administrator Associate** 1/2013 to 12/2017

Northwestern University Feinberg School of Medicine

*Administrator associate, Department of Preventive Medicine*; *HR consultant, NU Clinical & Translational Sciences Institute*; *Center Administrator, Institute for Public Health & Medicine,* Chicago, Illinois

A senior administrative position within the Feinberg School of Medicine’s Department of Preventive Medicine, overseeing six divisions, two core facilities, the Biostatistics Collaboration Center, the Center for Behavioral Interventions Technology, the Center for Behavior and Health, and the Center for Population Health Sciences.

* Advised senior leadership on the development of annual budgets, allocation of revenues, faculty and staff development, policy-making, strategic planning, compensation, etc., based on funding, mission, and strategic initiatives
* Managed a $13M budget that supported operations, education, faculty and staff recruitment, program development, IT, core services, professional development, and general administrative activities; oversaw an additional $20M + in Northwestern Medicine Catalyst grants for new faculty, programs, and initiatives
* Provided guidance to faculty and managers on issues of staff, space, compliance, contracts, project management, program development and evaluation, and budget administration
* Responsible for the management of all human resource operations, business processes, space and renovations
* Responsible for fostering and leading effective working relationships with departments and schools across the university, affiliated hospitals, and external agencies

**Associate Administrator, COO** 6/2008 to 9/2012

University of Kentucky Departments of Neurology and Neurosurgery

*Kentucky Neuroscience Institute*, Lexington, Kentucky

Oversaw operations for the clinical practices within the *Kentucky Neuroscience Institute (KNI)*, comprising three departments and numerous sub-specialty programs, clinics, and teams. Collaborated with the practice manager, medical director, chairpersons, and other ambulatory and hospital leaders to develop specific, measurable goals relative to patient care, service excellence, and revenue stream.

* Successfully merged three separate clinics into a newly built, multi-specialty neuroscience clinic in 2009
* Improved patient access by reducing third next available appointment from 32 days to <2 days
* Increased outpatient visits by more than 7% in both FY11 and FY12
* Devised and implemented a clinic call center in FY10 (without an increase in FTE’s); improved patient satisfaction scores relative to *ease of reaching clinic by phone*
* Improved patient services by working across departments to allow our staff direct-scheduling access to Radiology, pre-op clinic, and laboratory services
* Reduced outpatient fee entry lag-time from an average of one week to <2 days
* Initiated and coordinated the *Arts in Healthcare* program for KNI
* Selected to participate on Leadership teams throughout the enterprise, including the *Ambulatory Services Leadership Group*, the *Service Excellence Team*, *Ambulatory Quality Working Group*, and the *Clinical Advisory Board*

**Program Associate** 9/2007 to 6/2008

University of Iowa Carver College of Medicine, Iowa City, Iowa

Assisted in managing programs that supported rural medicine in the state; advocated Iowa providers; and trained primary care physicians.

* *Rural Physician Support Program* and the *Medical Practice Support Program*
  + Provided assistance to physicians, nurses, and P.A.’s seeking job opportunities in the state
  + Assisted providers currently practicing in Iowa: reviewed recruitment packages, located physicians seeking opportunities, worked with communities to develop appropriate healthcare services
* Administrative oversight of eight *Iowa Family Medicine Residency* *Programs*

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*Building your research program staff from the ground up*; Junior Faculty Boot Camp, Feinberg School of Medicine, Northwestern University (June 28, 2017)

*Considerations for the development of a Core Facility;* Administrative Leadership Poster Session, Feinberg School of Medicine, Northwestern University (April 11, 2017)

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**EDUCATION & TRAINING / MEMBERSHIP & VOLUNTEER**

Bachelor of Arts, The University of Iowa, Iowa City, Iowa **●** Management Series, The University of Iowa Staff Development **●** *LEAN for Healthcare*, UK Healthcare Quality & Safety Training **●** *Experienced Leader Academy*, University of Kentucky **●** *Practice Manager University*, University of Kentucky **●** *Administrative Leadership Development*, Northwestern University **●** *Medical Group Management Association*, Member (2003-2012) **●** *Cystic Fibrosis Foundation*, Board member Greater Illinois Chapter (2001-present)