

CHRISTINE J. HAMMERLUND



EDUCATION:

**Kellogg School of Management
Executive Program March 2012**

**Tuck School of Business at Dartmouth
Executive Program October 2009**

**Bachelor of Science in Healthcare
St. Francis University, Joliet, IL**

**Registered Nurse
St. Francis School of Nursing, Peoria, IL**

PROFESSIONAL ACTIVITIES:

**Federal Reserve Bank of Chicago-Member of Advisory Council
College of Lake County-Advisory Board for Nursing School
Rosalind Franklin University Health Care Professionals Education Consortium-Member**

PROFESSIONAL EXPERIENCE

Assured Healthcare
Gurnee, IL
February, 2007-Present

Owner/President

- Created and developed successful health care staffing business
- Ensured all state regulations adhered to while setting up the business and maintaining employee files
- Constructs, designs and executes annual marketing plans
- Works with CFO to establish business budgets
- Trained staff in health care sales, cold calls, making appointments, medical terminology, handling objections, hospital departments, nursing home layouts
- Made sales calls to multiple health care facilities such as Doctor's offices, clinics, schools, **Occupational Health Departments/Clinics**, hospitals, nursing homes, assisted living centers, Home Health Care and Hospice organizations, laboratories, and industrial settings
- Recruited RNs, LPNs, CNAs, MAs, Phlebotomists, Med Receptionists and matched them with the appropriate open orders
- Managed business on a day to day basis, making all business decisions
- Involved in Community such as; Advisory Board for CLC Nursing Program, Advisory Board for Dimensions Home Health, Healthcare Professional Education Consortium, Zacharias Center volunteer, Gurnee Relay for Life, Quarterly food drives for Northern IL Food Bank, holiday contributions to support needy families, member of several local chambers
- Winner of the 2009 Athena *Powerlink* Advisory Panel
- 2014 Enterprising Women of the Year Finalist

School Nurse-District 34
Antioch, IL
September 2004-June2006

Substitute Nurse

- Assess and administer first aid to all emergencies and illnesses of students
- Dispense medications as necessary, and document
- Make sure all medical files are in order and all state requirements are met
- Communicate with parents, teachers and physicians

The Human Factor
Schaumburg, IL
November 2003-July 2004

Director of Healthcare

- Evaluated and assessed files and set-up of startup healthcare staffing business
- Ensured all state regulations in place and adhered to
- Trained staff in healthcare sales, cold calls, making appointments, medical terminology, handling objections, hospital departments, nursing home layouts
- Recruited RNs and LPNs , matched them with the appropriate open order
- Made sales calls to multiple healthcare facilities such as hospitals, long term care facilities, assisted living centers, home health care and hospice
- Consulted on an as needed basis

HealthCare Solutions
Gurnee, IL
October 2002-October 2003

Owner/Manager

- Created and developed successful health care staffing startup business
- Ensured all state regulations adhered to while setting up the business and maintaining employee files
- Trained staff in health care sales, cold calls, making appointments, medical terminology, handling objections, hospital departments, nursing home layouts
- Made sales calls to multiple health care facilities such as Doctor's offices, clinics, hospitals, nursing homes, assisted living centers, Home Health Care and Hospice organizations, laboratories, and industrial settings
- Recruited RNs, LPNs, CNAs, MAs, Phlebotomists, Med Receptionists and matched them with the appropriate open orders

Manpower, Inc.
Gurnee, IL
1990 -August 2002

District Manager

- Successfully quantified market potential, defined sales objectives and operating budgets, and managed multiple business units to meet objectives
- Generated revenue of \$22 million annually, with total responsibility for branch operating margin, maintaining a 27% gross profit margin between contract and retail business units
- Directed managers responsible for placing, training and staffing 400+ contract employees with payroll of approximately \$16 million
- Managed, developed and expanded Healthcare, Engineering, Scientific, Professional, Information Technology and Training and Development divisions
- Managed recruiting, staffing, order fulfillment, customer relations, and operations staff of 25, with a payroll of \$1.75 million annually

Branch Manager

- Developed and managed Scientific and Healthcare Divisions
- Launched, developed and managed Engineering and Professional divisions
- Increased sales across new and existing business units from \$7.5 million to \$14 million annually
- Managed recruiting, staffing, order fulfillment, customer relations, and operations staff of ten
- Developed and fulfilled orders for approximately 400 roles/positions annually at customer sites
- Recruited, trained, staffed and managed 265+ contract employees with payroll of approximately \$10.2 million

Director of HealthCare

- Developed fledgling healthcare business unit from \$800,000 in annual sales to \$2.5 million, while increasing profit margins
- Doubled customer base and increased revenue by 213% over six years, averaging business unit growth of 36% annually
- Acquired and managed office facilities, staff and resources
- Increased penetration of existing customers, maximizing revenue per customer
- Developed new customers while minimizing customer acquisition costs
- Recruited, interviewed and hired contract employees

- Negotiated and fulfilled customer orders
- Developed and deployed staff training and development program
- Acted as 24 hour single point of contact for customer relations
- Developed and met operating budgets
- Managed local recruitment activities, such as job fairs and advertising
- Recruited, trained, staffed and managed 65+ contract employees with payroll of approximately \$1.7 million

Upjohn Health Care

Libertyville, IL
1988-1990

Franciscan Home Health

Waukegan, IL
1984-1988

Home Health Registered Nurse

- Assessed patient's response to medication or care and adjusted as necessary
- Maintained close contact and developed excellent working relationships with other medical professionals
- Acted as a liaison to doctors for families
- Assessed and determined patient's plan of care in a timely fashion
- Administered plan of care in accordance with highest professional standards
- Scheduled and managed visitation schedule
- Completed lengthy Medicare reports on a monthly basis to ensure regular reimbursement
- Completed detailed documentation of patient care
- Performed Phlebotomy and Wound Care duties
- Referred patients to appropriate social services for patient care
- Instructed family members on patient care
- Counseled family members through the phases of death and dying
- Advised patients and their family members on the intricacies of Medicare/Medicaid insurance and HMOs

Victory Memorial Hospital

Waukegan, IL
1980-1982

RN-Labor and Delivery Nurse

- Performed Registered Nurse duties with the highest degree of professionalism and regard for patient health needs
- Assisted with labor and delivery of approximately 600 births