

Professional Profile Summary

Lynn Soderlund

Personal Profile

Possesses 30+ years' experience as an operations executive with oversight of finances, facilities, regulatory compliance, support and clinical operations, construction planning, and property development; managed multimillion-dollar budgets, consistently meeting financial targets and achieving business objectives. Adept in cultivating relationships at all levels, from front-line staff to executive level leaders. Dedicated trainer and mentor, skilled in leading teams to implement process improvement and customer-centric initiatives.

Education and Qualifications

Graduate ISP Program, Healthcare Administration/Ambulatory Care, University of Minnesota
Bachelor of Arts, Business, Northeastern University;
Associate of Science, Respiratory Care, Triton College
Emergency Medical Technician; Certified Respiratory Therapist; Registered Respiratory Therapist

Work Experience

DOG TALK LLC *A small local service business.*

January 2013 – Present **Owner and Certified Trainer**

Following early retirement, I now work as a small business owner focusing in the training of puppies, dogs and their owners. The company has a focus on working with senior owners and supporting individuals who rescue their pets by providing in home training at reasonable costs.

ARAMARK HEALTHCARE AND CROTHALL SERVICES GROUP *Both companies are leader in the Support Services industry. ARAMARK and the COMPASS Group are global leaders in professional services providing award –winning food, hospitality, facility management, clinical engineering and high quality uniform and work apparel to its customers in a variety of industries*

2005-2013 **District and Regional Manager, Healthcare Midwest**

Responsible for the administrative management of services provided to healthcare clients in Illinois and Wisconsin providing resources, support and management of the site based managers at 20+ hospitals. Accountable for the quality, human resource, Responsible for the administrative management of services provided to healthcare clients in Illinois and Wisconsin providing resources, support and management of the site based managers at 20+ hospitals. Accountable for the quality, human resource, financial and other administrative management of Plant Operations and Maintenance, Environmental Services, Clinical Engineering, Hospitality, Food Service, Call Center and Central Transportation.

HEALTHCARE INFORMATION SERVICES, L.L.C. *A Healthcare Service Organization providing a variety of services to Physicians practices including facility operations, Information Technology Services, Call Center Operations, Purchasing Services, Client Services and Billing and Collection Services*

2003- 2005 **Vice President, Operations**

Responsible for the general operations of the two Chicagoland offices providing administrative direction to all staff, implementing process improvement and customer satisfaction initiatives, formulating financial reporting systems and processes, and managing all day to day operations for service to over 100 physician and 50 clinical sites.

ADVOCATE LUTHERAN GENERAL HOSPITAL: *A 608-bed tertiary care, teaching, research, and referral hospital and Level I trauma center serving 28,000 inpatients, 183,000 outpatients, and 47,000 emergency patients annually.*

1986-2003 **Vice President, Operations**

Managed 40 functional areas (including Facility Maintenance, Engineering, Construction, Guest Service, Food and Housekeeping Services, Rehabilitation Services, Volunteer Services, Purchasing Department, Warehouse, Printing Services and Security etc.), 700 personnel, and budgets totalling \$71M (\$50M operational, \$20M capital, and \$1M renovation). Designed and coordinated services for nine facilities totalling 1.5M square feet. Negotiated and administered service/outsourcing contracts; coordinated the implementation of facility services for multiple sites, including physician office properties and campus buildings. Ensured compliance with regulatory agencies, including OSHA, JCAHO, IDPH, and ADA.