

# MARK H. IRWIN

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## DELIVERY SYSTEMS HEALTH CARE EXECUTIVE & DIRECTOR OF OPERATIONS

Quality, expertise, and value-driven health care delivery systems executive with a verifiable record of achievement in creating and developing new efficiency strategies and quality control process improvement plans, resulting in explosive growth and business profitability. Proven competencies in improving organizational productivity through the development and implementation of strategies that foster operating synergies and facilitate lasting and positive change. Strong financial expertise in analysis, budgeting, and developing cost reduction initiatives. Recognized for the ability to translate corporate vision and mission into division-level strategy in order to meet and exceed financial and organizational targets, maximizing asset utilization. Continual communication with C-level executives regarding operations, productivity, and performance gains. Promote a winning attitude and foster accountability to consistently exceed performance goals and expectations. Fluent in written and spoken Spanish. Relevant skills include:

*Change Management • Operations Management • Productivity and Performance Gains  
Process Improvement • Risk Management • Staff Training and Development  
Strategic Sourcing • P & L • Logistics • Outsourcing*

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## HIGHLIGHTS OF RELEVANT EXPERIENCE

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### *As District Operations Manager, Hill-Rom Co., Inc.*

- **Pioneered region quality improvement initiative** to reduce MTBF rate on product by 10% per month-translating into \$260,000 per annum savings on additional service labor. **District Manager of the Year 2009.**
- **Provided solid leadership to local area managers** and staff to meet operational needs with 24% growth per year in a vertically integrated organization.
- **Developed standardized workflow processes utilizing Lean Six Sigma Methodologies** which minimized variation raised quality, reduced waste, and brought uniformity and consistency to field operations.
- **In charge of regulatory compliance** for the various agencies such as (FDA, Medicare, Joint Commission).

### *As Operations Manager, State of Illinois*

- **Spearheaded the development and implementation of Region Safety Program** and authored Safety Manual for Field Enumeration Teams.
- **Designed and implemented workflow systems that reduced production time by 40%**, enabling the completion of time-sensitive programs ahead of schedule; **50% under budget.**
- **Exceeded all compliance standards**, audited and enforced by GAO and the Office of the Inspector General.

### *As Director of Operations, PPG Industries*

- **Reduced operating expenses by 15% during first 10 months** through process standardization and Lean Implementation, achieving double-digit top- and bottom-line growth.
- **Increased revenue by 25% in first 18 months** with month-over-month growth.
- **Implemented a key logistics program with suppliers**, eliminating manual ordering and reducing shortages in inventory and back orders, and streamlined supply chain systems.

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**PROFESSIONAL EXPERIENCE**


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HILL-ROM CO., INC. – **District Operations Manager**, Chicago, Illinois 2001-Present

Recognized as an award-winning executive, overseeing all functional and logistical medical device operations across 14 cost centers, through 5 area managers and staff. Full P & L responsibility with annual budget of \$7.5M per year. Innovative transformation of entire district over two years, solidifying fiscal and operational performance through focused strategic deployment and aligning staff for optimal performance. Oversee current sales budget of \$45M.

Maintain a thorough market understanding through supplemental training and ongoing research. Leverage comprehensive knowledge of the purchase and sales process to provide added value to a diverse client base. Work with leading health care providers, administrators, and directors to facilitate cost-effective and value-added patient care.

STATE OF ILLINOIS– **Operations Manager**, Chicago, Illinois 1999-2000

Directed the efforts of all field operations of Census Office for downtown Los Angeles and deployed all census and data collections operations. Key strategist for all office and field activities of a staff of 1,400 employees. Served in a highly visible role that also required substantial outreach and interaction with other government agencies, NGOs, Community and Faith Based Organizations to form partnerships and alliances to increase resident awareness and participation.

PPG INDUSTRIES– **Director of Operations**, Houston, TX 1997-1999

Developed a comprehensive Marketing and Sales Strategy along with a deployment campaign with pivotal success in the first year. Established and implemented a Distributor Program that initiated regional distributorships in southern California. Creation of strategic reporting systems to track sales, productivity, expenses, budget to actual measurements, and forecasting models, allowing organization to maximize resource utilization.

PREVIOUS EXPERIENCE:

MEDIA 13 – MULTIMEDIA PRODUCTION AND CONSULTING, LLC – **Production Manager**, Orlando, FL

Oversaw operations, sales, and finances of an international multimedia production and consultancy company. Recruited and hired line producers, writers, editors, creative staff, and talent for wide range of productions from corporate training to marketing presentations in various multimedia formats. Developed and deployed strategic sales program which **increased revenues by 200% in the first 2 years** through product extension and increasing service offerings

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**EDUCATION / AFFILIATIONS**


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UNIVERSITY OF MARYLAND, BALTIMORE, Baltimore, MD

**Executive M.B.A.**  
**Certificate in Executive Leadership**

University of Nebraska, Lincoln, NE  
**Bachelor of Arts**

UNIVERSITY OF PHOENIX, Phoenix, AZ  
**Six Sigma Black Belt Certificate**

AMERICAN SOCIETY FOR TRAINING AND DEVELOPMENT, Chicago, IL  
**Member ASTD**