SOFIA MORENO

Project Manager, PMP | Healthcare Operations and Clinical Systems Projects

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SUMMARY

PMP-certified project manager with 10 years of experience in healthcare operations: clinic openings, equipment and system rollouts, and process improvement. Manage 6–9 projects at a time, from $500K to $6M each, for a 5-hospital health system. Delivered the last 14 projects on or ahead of schedule; the 2025 portfolio of 8 projects finished 3% under its $18M budget. Coordinate clinical leaders, IT, finance, and vendors across 5 hospitals and 38 clinics.

EXPERIENCE

Project Manager, Operations Project Management Office — *Tallowmere Health System* Aug 2021–Present

5-hospital health system with 1,900 beds, 38 outpatient clinics, and a 6-person operations project management office (PMO).

- Manage 6–9 operations projects at a time, from $500K to $6M each, including clinic openings, equipment and system rollouts, and patient flow redesigns.
- Delivered a $6M, 18-month rollout of 1,400 smart infusion pumps with EHR integration at 5 hospitals; finished 2 weeks early and 2.4% under budget.
- Opened 3 primary care clinics in 14 months; each clinic saw its first patients on the planned date, and the $8.4M total finished 1.8% under budget.
- Cut the wait from referral to first specialty appointment from 34 to 19 days with a Lean scheduling redesign in 6 specialty clinics.
- Manage 11 vendor contracts worth $9M; cut approved change requests from 9 to 4 per project with clinical sign-off on requirements before each contract.

Project Manager, Operations Improvement — *Copperline Medical Center* Mar 2018–Jul 2021

420-bed acute care hospital; operations improvement team of 7.

- Managed 12 projects from $150K to $2M, including 3 clinic relocations, a patient transport tracking system, and an emergency department patient flow redesign.
- Moved 3 outpatient clinics with 140 staff over 3 weekends with no canceled patient appointments.
- Led an emergency department patient flow project that cut the median door-to-provider time from 42 to 24 minutes.
- Tracked budgets, vendor invoices, and change requests for $3M in annual project spend in Smartsheet and Excel.
- Ran weekly status meetings with clinical, IT, and vendor leads; the average time to close an open issue fell from 12 to 5 days.

Project Coordinator, Practice Operations — *Alder Crest Physician Partners* Jun 2016–Feb 2018

Multi-specialty physician group with 85 providers and 14 clinic sites.

- Kept the schedules, action logs, and status reports for 5 operations projects from $80K to $600K.
- Coordinated the patient portal rollout at 14 clinic sites; 31% of active patients signed up in the first 6 months.
- Tracked 260 vendor invoices against budget and found $38K in duplicate charges.
- Trained 120 front desk staff on a new check-in process in 3 weeks.

EDUCATION

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South Texas Polytechnic University May 2016
Bachelor of Science in Health Services Administration

SKILLS

Project management:	Scope, schedule, and budget control, Critical path scheduling, Change control, Risk registers, Vendor selection and contracts, Go-live planning and training, Project closeout
Healthcare operations:	Clinic openings and relocations, Medical equipment rollouts, Clinical workflow redesign, Lean and Six Sigma (DMAIC), Clinical user groups
Tools:	Microsoft Project, Smartsheet, Excel, Power BI, Microsoft Visio, ServiceNow

CERTIFICATES

Project Management Professional (PMP) Jun 2021
Project Management Institute (PMI)

Certified Six Sigma Green Belt (CSSGB) Oct 2019
American Society for Quality (ASQ)

LANGUAGES

English (Native) · Spanish (Professional working proficiency)

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