

STEPHANIE ADAM

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PROFESSIONAL SUMMARY

Versatile and results-driven operations and quality professional with over 10 years of progressive experience in healthcare, pharmacy operations, and administrative coordination. Proven ability to lead cross-functional teams, manage vendor relationships, and drive compliance across large regional networks. Known for adapting quickly to complex systems, training diverse staff, and delivering documentation that enhances clarity and accountability. Seeking to bring exceptional organization, problem-solving, and leadership to a fast-paced, mission-driven team.

CORE COMPETENCIES

- Vendor & Supplier Coordination
- Administrative Support & Scheduling
- Quality Assurance & Auditing (300+ locations)
- SOP Development & Staff Training
- Cross-Functional Communication
- Pharmacy & Medical Operations
- Document Management (Digital & Physical)
- Microsoft Office Suite / Google Workspace
- Insurance, Medicare/Medicaid Knowledge
- Basic Accounting / Expense Reporting

PROFESSIONAL EXPERIENCE

Content Writer & Trainer

ABA Connect – Lauderdale Lakes, FL | 2025 – Present

- Authored SOPs, workflows, and training materials for clinical systems and internal processes.
- Delivered virtual training across teams, enhancing onboarding speed and compliance.
- Rapidly learned and trained out the full Revenue Cycle Management (RCM) cycle within one week.

Quality Assurance & Operations Specialist

Genoa Healthcare – Remote, Multi-State | 2022 – 2025

- Managed QA efforts across 300+ pharmacies in the South Central & East Atlantic U.S.
- Conducted audits, risk assessments, and SOP reviews to maintain regulatory compliance.
- Collaborated with vendors and internal leaders to resolve quality issues and prevent recurrence.
- Mentored junior QA team members and supported nationwide readiness initiatives.
- Contributed to the development of quality management systems (QMS) and documentation protocols.

Business Operations Assistant to Director of Operations

Genoa Healthcare – Remote/Florida Region | 2021 – 2022

- Supported over 220 staff across 136 pharmacy locations in operational execution.
- Maintained vendor relationships, handled logistical coordination, and tracked service performance.
- Drafted and implemented SOPs; led trainings for new hires and pharmacy technicians.
- Participated in high-level strategic planning and performance optimization projects.
- Improved vendor accountability and interdepartmental communication using custom reports.

Pharmacy Technician

Genoa Healthcare @ Archways Mental Health – Ft. Lauderdale, FL | 2018 – 2021

- Supervised and trained a team of 2–3 pharmacy techs; supported daily pharmacy operations.
- Introduced a new inventory system, reducing medication errors by 98%.
- Ensured compliance with HIPAA, DEA, and state regulations for controlled substances.
- Handled prior authorizations, medication deliveries, and insurance claim resolution.

Medical Coordinator / Consumer Medication Coordinator (CMC)

Genoa Healthcare – Ft. Lauderdale, FL | 2016 – 2018

- Acted as the bridge between clinic and pharmacy, managing patient medication plans and insurance.
- Successfully supported pharmacy integration within a mental health facility, leading to promotion.
- Built strong patient and provider relationships, improving medication adherence and outcomes.

EDUCATION & CERTIFICATIONS

High School Diploma / GED

Licensed Pharmacy Technician – Active License RPHT9437

Professional Development:

- ITIL Foundation (in progress)
- Microsoft Office & Excel Proficiency
- Project Management, QA, and IT Ops courses – Coursera / EdX / Udemy
- Pharmacy Technician Remote Readiness Certificate

ADDITIONAL INFORMATION

- Fully remote-ready: High-speed internet, secure workspace, full-time EST availability
- 10+ years of upward mobility with promotions every 2 years at Genoa Healthcare
- Familiar with pharmacy regulations across 40+ U.S. states
- Known for adaptability, rapid learning, and exceptional communication