



M: 845.553.4793



Port Orange, FL



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www.wendimucke.com

WENDI MUCKE

HEALTHCARE OPS & FINANCIAL PERFORMANCE LEADER

PROFESSIONAL SKILLS

- ASCs, Multi-Site Business Operations •
- Brand Design, Media Relations & Mgmt. •
- Budgeting, Financial Modeling, Forecasting & KPI Reporting •
- Electronic Medical Records / EMR Implementation •
- Governing Board & Committee Reporting •
- Healthcare Data Analytics & Financial Reporting •
- Market Research & Competitor Analysis •
- Patient Experience Program Creation & Implementation •
- Physician Practice Acquisition & Service Line Integration •
- Policy Governance, SOP Development & Implementation •
- QAPI, Risk Management, & Patient Experience Benchmarking •
- Regulatory Compliance: AAAHC, AHCA, CDC, CMS, DOH, DBPR, NJDEP, OSHA, & UCA •
- RCM, QBO Management, Cash Controls & Insurance Contract Negotiations •
- Risk Management •
- Root Cause Analysis •
- Service Line Expansion, Scheduling & Facility Utilization •
- Strategic Partnerships & Vendor Negotiation •
- Supply Chain & Vendor Contract Negotiation •
- System Integration & Workflow Analysis •
- Team Recruitment, Training & Performance Management •
- Workforce Planning & Relationship Mgmt •

PROFESSIONAL PROFILE

Healthcare operations and financial performance leader with 35+ years of multi-site experience across cardiovascular ASCs, urgent care, physician practice, ophthalmic surgery, optical/retail healthcare, orthopedic, plastic surgery, and enterprise operations. Business-forward operator with a proven record of improving procedural volume, stabilizing cash-sensitive environments, strengthening A/P and A/R discipline, renegotiating vendor and service terms, and building governance-ready infrastructure. Known for converting operational complexity into scalable workflows, measurable financial controls, physician-practice alignment, regulatory readiness, and board-level accountability.

PROFESSIONAL EXPERIENCE

2025 - 2026

**Volusia ASC
BZ LLC dba
Advanced
Heart and
Vascular
Surgery
Centers;
Advanced
Cardiovascular**

Southeast,
USA

Director, Business Administration

Led business administration for dual-site cardiovascular ASC operations, serving as the operating connector across finance, clinical operations, physician practices, governing board governance, vendor management, supply chain, scheduling, A/P, A/R, reporting and compliance infrastructure.

- Built operational infrastructure supporting approximately 70% ASC procedural volume growth over baseline, including rapid expansion of Daytona's EP/AFib ablation program to 150+ ablations by mid-April 2026 following Medicare site-of-service changes, while strengthening scheduling, physician-practice coordination, payer/vendor terms and financial controls.
- Reduced A/P exposure by approximately 40% while normalizing vendor aging, clearing 91+ day balances and strengthening payment prioritization through improved contract terms, cash-flow controls and vendor accountability.
- Secured AAAHC re-accreditation, AHCA Life Safety survey clearance and CLIA recertification across dual ASC operations while maintaining survey readiness, licensure compliance and procedural operations.
- Improved vendor and service contract terms to align payment timing, service expectations, cash-flow management and long-term vendor accountability with dual ASC business needs.

2024 - 2025 Spine Institute of Florida

Southeast,
USA

Operations Executive

- Led multi-site healthcare operations, overseeing compliance, financial management, and workflow optimization across 3 general practice locations and the buildout of 1 ASC.
- Developed strategic growth initiatives, trending toward a 15% increase in practice development by implementing 3 additional service lines while achieving a 10% cost reduction across locations.
- Implemented process improvement strategies, leading to a 57% reduction in patient wait times and a 10% increase in patient throughput.



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HEALTHCARE OPS & FINANCIAL PERFORMANCE LEADER

TECHNICAL SKILLS

- Business Intelligence (BI) Tools
- Centralized Compliance: ASC IQ, RFX Solutions
- Cloud Computing: Google Cloud
- Data Analytics
- Data Visualization Tools: Tableau, Power BI
- Excel: Advanced
- ERP / Finance Platforms: Microsoft Dynamics, Oracle, QBO
- Financial Dashboards, Physician KPI Scorecards & Operational Reporting
- Forecasting & Predictive Analytics
- Process Mapping & Process Improvement
- Project Management Software: Asana, Microsoft Project
- Root Cause Analysis
- Inventory, Operational Reporting, Par Level Management, Purchasing & Vendor Portals
- System Integration & Workflow Optimization

EDUCATION

Integrated Bachelors/Masters Program

Special Education
University of Florida
Gainesville, Florida
1990-1992

Associate of Arts

Liberal Arts
Edison Community College
Fort Myers, Florida
Graduated 1990

EXECUTIVE VALUE PROPOSITION

Enterprise healthcare operations leader experienced in building scalable operational infrastructure across multi-site, multi-state, and multi-sector healthcare environments. Develops leadership teams, standardizes workflows, strengthens financial controls, improves site performance, and aligns clinical, administrative, physician, and vendor stakeholders around measurable goals. Builds the people, processes, reporting systems, and governance structures needed to support growth, compliance, patient experience, cost control, and sustainable financial performance.

PROFESSIONAL EXPERIENCE

2024

**NJ Eye
Center ASC,
General
Practice &
Main Fashion
Optical**

Northeast

Chief Operations Officer

- Developed strategic growth initiatives, resulting in a 35% increase in practice development while achieving 15–20% cost reduction across locations.
- Implemented process-improvement strategies that reduced patient wait times by 10% and increased patient throughput by 20%.
- Negotiated vendor and service-provider contracts, reducing supply chain overhead by 12%.

2021 - 2023

**MedExcel
USA, Inc.**

Northeast

Director Urgent Care (DUCD, ADUCD)

- Oversaw 27 urgent care sites and 2 Hospital Network Joint Venture partnerships, maintaining 90%+ patient satisfaction.
- Increased operational gains by 30–46% while securing UCA accreditation and oversight of 500+ employees.
- Boosted urgent-care utilization by 25%, increased daily site volume by 18% year over year, drove \$8M in revenue growth and improved EBITDA by 5% through financial controls.

2020 - 2022

**Find the
Yes, Inc**

Northeast

Founder, Healthcare Business Consultant

- Provided strategic consulting to healthcare organizations, strengthening multi-site operations, optimizing costs, and supporting revenue growth from \$1.5M to \$6M.
- Developed scalable operational models for retail healthcare offices, ensuring financial stability and quality outcomes.

2007 - 2020

**Cohen's
Fashion
Optical**

Northeast

Regional Operations Executive

- Managed financials for 100+ locations, driving 8–12% annual revenue growth.
- Reduced operating costs by 15%, improving per-location profitability by 10-25% and expanded service lines, contributing to a \$30M revenue increase and \$2.43M in profit.

2004 - 2007

**Luxottica
Group SpA**

Northeast &
Southwest

General Manager, Multi-Store Locations

- Drove 71%+ revenue growth while exceeding customer satisfaction and patient experience benchmarks.
- Implemented cost control measures, KPI tracking, and strategic action plans across multiple facilities.