



M: 845.553.4793 Port Orange, FL



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www.wendimucke.com

WENDI MUCKE

REGIONAL OPERATIONS | MULTI-UNIT RETAIL |
HEALTH & WELLNESS | FINANCIAL PERFORMANCE

PROFESSIONAL SKILLS

- Regional & Multi-Unit Operations •
- P&L Management, Budgeting & Forecasting •
- Sales Growth & Location Profitability •
- KPI Analysis & Performance Management •
- Labor Planning & Expense Control •
- Strategic Partnerships & Vendor Negotiation •
- Field Leadership & Manager Development •
- Recruitment, Training & Performance Management •
- Customer Experience & Brand Execution •
- Franchise Relations & Field Operations •
- Market Intelligence & Competitive Strategy •
- Change Management & Program Implementation •
- Cross-Functional Leadership & Stakeholder Relations •
- Operational Standards & Process Improvement •
- Inventory Productivity, Shrink & Supply Chain •

SELECTED EARLIER EXPERIENCE

- GE Client Business Services •
- Kelly Services Inc: •
Kelly Healthcare | Kelly Homecare
- The GEO Group •
- Eye Centers of Florida •
- PCI Retail Solutions | Payless •
Cashways
- Bosley Medical Institute •
- GOMI | AMIkids •

PROFESSIONAL PROFILE

Regional and enterprise operations executive with 35+ years of leadership across multi-unit retail, franchise, healthcare and consumer-facing organizations, including 16 years of progressive retail leadership and regional franchise and field operations spanning 200+ locations. Proven record driving revenue growth, site-level profitability, operational execution, customer experience and leadership performance across complex multi-market organizations. Combines strategic business leadership with disciplined field execution, financial acumen, talent development and cross-functional partnership.

PROFESSIONAL EXPERIENCE

2025 - 2026

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

Southeast,
USA

2024 - 2025

**Spine Institute
of Florida**

Southeast,
USA

2024

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

Northeast,
USA

Director, Business Administration

- Lead dual-site operations across finance, supply chain, vendor management, scheduling, A/P, A/R, reporting, governance and compliance, serving as the operating connector among clinical, physician and business stakeholders.
- Built operating infrastructure supporting approximately 70% procedural volume growth over baseline, including rapid expansion of a high-growth service line to 150+ procedures by mid-April 2026 while strengthening scheduling, capacity, vendor terms and financial controls.
- Reduced A/P exposure approximately 40% while strengthening cash-flow and vendor controls; negotiated a new anesthesia services agreement projected to reduce costs approximately \$200K - \$700K per site across every MSO location.

Operations Executive

- Oversaw multi-site operations across geographically dispersed Florida markets, including Crystal River, Dade City and Tampa, along with the preliminary buildout of the Trinity ASC, with overall accountability for financial management, compliance, workflow optimization and operating performance.
- Developed growth and process-improvement strategies supporting approximately 15% practice-development growth and 10% cost reduction while reducing wait times 57% and increasing throughput 10%.

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%.



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SYSTEMS & ANALYTICS

- Business Intelligence & Data Visualization: •
Tableau, Power BI
- Operational & Executive Performance •
Reporting
- ERP & Finance Platforms: Microsoft •
Dynamics, Oracle, QBO
- Data Analytics & Predictive Analytics •
- CRM & Retail Platforms: Salesforce, •
Microsoft Dynamics 365, Shopify
- Business Operating Systems & Execution •
Frameworks: EOS®
- Forecasting & Financial Modeling •
- Process Mapping, Workflow Automation & •
Standardization
- System Integration & Workflow •
Optimization
- Payroll, T&E & Shared-Services Systems •
- Inventory, Purchasing & Operational •
Reporting Systems
- Compliance Platforms: ASC IQ, RFX •
Solutions
- Financial Dashboards, KPI Scorecards & •
Operational Reporting
- Microsoft 365: Advanced Excel, •
PowerPoint, Outlook, Word
- Project Management Platforms: Asana, •
Microsoft Project

EDUCATION

Integrated Bachelors / Masters Program

Special Education
University of Florida
1990-1992

Associate of Arts

Liberal Arts
Edison Community College
Graduated 1990

EXECUTIVE VALUE PROPOSITION

Translates enterprise strategy into disciplined market-level execution across geographically dispersed operations. Builds accountable leadership teams, strengthens sales and profitability and uses financial, operational and customer KPIs to identify opportunities and improve performance. Aligns field operations and cross-functional partners around consistent execution, customer experience and sustainable growth.

PROFESSIONAL EXPERIENCE

2021 - 2023

**MedExcel
USA, Inc.**

Director Urgent Care | DUCD, ADUCD

Northeast | CT, NJ & NY

- Directed multi-site operations across 27+ urgent-care locations and two hospital-network joint ventures, with oversight supporting 500+ employees while maintaining 90%+ customer/patient satisfaction.
- Increased operational performance 30–46%, utilization 25% and daily site volume 18% year over year through disciplined workforce, process and site-performance management.
- Drove \$8M in revenue growth and improved EBITDA 5% through financial controls, operating discipline and location-level performance improvement.

2020 - 2022

**Find the
Yes, Inc**

Founder | Healthcare & Operations Advisor

- Advised healthcare organizations on multi-site operations, cost optimization and scalable growth strategies, supporting revenue expansion from \$1.5M to \$6M.

2007 - 2020

**Cohen's
Fashion
Optical**

Regional Operations Executive | 200+ Locations

Mid-Atlantic & New England | CT, MA, NH, NJ, NY & PA

- Led franchise, financial and field operations across 200+ locations, aligning owners and corporate teams while driving eight consecutive years of double-digit growth.
- Reduced operating costs 15%, improved location profitability 10–25% and grew revenue to \$30M with \$2.43M in profit.
- Supported development of Cohen's online store and brand/marketing execution while using KPIs, cost-benefit analysis and operating trends to guide staffing, systems, purchasing and resource-allocation decisions.

2004 - 2007

**Luxottica
Group SpA**

General Manager | Regional Training Assignments

Northeast & Southwest | CT, FL, NJ, NY & TX

- Led store operations with accountability for sales performance, payroll and labor management, inventory controls, shrink, customer experience and team development.
- Held direct oversight responsibility for two locations while maintaining primary General Manager accountability for one assigned store.
- Selected by Regional Director and Regional Vice President leadership for regional assignments supporting sales training, leadership development and store-manager development.