

Juan Neubauer

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Professional Summary

A results-oriented and highly motivated Healthcare Practice Manager with over three years of management experience, specializing in optimizing clinic operations, ensuring regulatory compliance, and enhancing patient care. Proven expertise in managing day-to-day operations, budget analysis, and leading diverse teams to deliver cost-effective, high-quality healthcare services. Bilingual in Spanish and English with exceptional communication skills, dedicated to fostering a collaborative team environment and building strong relationships with patients, providers, and administrative staff.

Core Competencies

- Clinic Operations Management
- Budget & Financial Analysis
- Team Leadership & Development
- Human Resources Functions (Hiring, Training, Appraisals)
- Regulatory Compliance (HIPAA, OSHA)
- Patient Relations & Service Excellence
- EHR & Practice Management Systems
- Process Improvement & Workflow Optimization
- Bilingual (English / Spanish)

Professional Experience

Practice Manager | Rowan Cabarrus Health Centers | *January 2024 - Present*

- Direct and coordinate all day-to-day clinic activities for a busy multi-specialty practice (medical, dental, behavioral) to ensure efficient, cost-effective patient care and operational success.
- Manage key human resources functions, including the training and performance appraisals of clinical support staff to build a team environment that motivates high performance.
- Prepare and analyze monthly operational and financial reports on patient volume and collections to identify performance trends and inform strategic decisions.
- Establish provider work schedules and allocate resources effectively, resulting in improved patient wait times and increased provider efficiency.
- Ensure strict adherence to all legal and regulatory requirements, including HIPAA and OSHA standards, through continuous staff training and protocol enforcement.
- Serve as a key liaison between providers, staff, and administration, fostering a collaborative environment and promptly resolving any patient or operational issues.

Senior Interpreter | Rowan Cabarrus Health Centers | *October 2022 - December 2023*

- Provided real-time medical interpretation services across multiple specialties including primary care, pediatrics, psychiatry, and dentistry, ensuring clear communication and patient understanding.
- Handled patient follow-up for billing, scheduling, and health education, improving patient satisfaction and continuity of care.

Visual Merchandising Manager | Target | *2018 - May 2022*

- Led and developed a team of merchandising associates, responsible for training, scheduling, and performance management.
- Successfully managed projects to redesign floor plans and launch new brands, driving significant sales improvements.

Customer Service Manager | Kohls | *2012 - 2018*

- Hired, trained, and supervised a team of over 20 front-end and customer service associates.
- Excelled in handling and resolving complex customer complaints and issues, ensuring a high level of satisfaction while adhering to company policies.

Education & Certifications

Bachelor of Science in Business Administration (Anticipated July 2025)

Project Management Professional (PMP) Certification (Anticipated September 2024)

Certified Healthcare Interpreter (July 2024)

NC Notary Public (2022 - Present)