
Mark Miller

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Healthcare Administrator

Accomplished professional with proven history of directing program management operations and boosting international impact in the Health space

Result-driven director with experience of more than 20 years in defining and realizing program objectives, ensuring optimal business performance, and elevating program progress. Proven track record of leading highly proficient team, promoting health equity, maximizing strategic investments, and establishing solid relationships with community resources, internal or external groups, and boards of directors. Demonstrated proficiency in introducing robust health programs, ensuring compliance with program's quality standards, and leveraging lucrative opportunities. A diligent leader and resourceful team builder with strong skills in developing a culture of teamwork, objectives realization, and performing well in complex situations. Strong Initiative at change, creativity, and improvement aimed at unlocking business potential through strategic and practical know-how.

Highlights of Expertise

- Program Operations Management
- Strategic Program Planning & Control
- Budget Forecasting & Management
- Team Building & Networking
- Business Development & Growth
- Networking & Relationship Building
- Process & Performance Improvement
- Issue Identification & Resolution
- Welfare Needs Assessment
- Effective Communication

Key Contribution

- ◆ Enhanced service delivery and systems change performance by cultivating and maintaining positive relationships with external organization's senior leadership, top-level federal agency officials, program officers, and congressional staff
- ◆ Encouraged service providers during capacity building and facilitated in evaluating and developing cutting-edge solutions with customized evidence informed interventions by overseeing multiple seed-grants.
- ◆ Strengthened justice, equity, diversity, and inclusion for underserved populations by implementing effective approaches and adhering to procedures and principles of community based participatory research
- ◆ Spearheaded growth-focused business management tactics for accountability, such as project and matrix management, evaluation frameworks, change management, performance metrics, and LEAN Management
- ◆ Played an integral role in overseeing 10+ federal, foundation, and private funded grants or cooperative agreements worth more than \$25M by serving as a Principal or Co-Principal Investigator.
- ◆ Contributed in publishing more than 30 scientific manuscripts, book chapters, white papers, and congressional testimonies by properly performing detailed evaluation.
- ◆ Conducted in-depth assessment on grant proposals for multiple private, corporate, and federal funding agencies by managing grant review panels
- ◆ Leveraged strong communication skills while delivering various informative workshops, presentations, guest lectures, and media interviews.

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Career Experience

ABC Medical, Inc., Santa Clara, CA

Accomplished health equity and maintained top-level impact by developing brand, internal culture engagement across staffs and external partners while leading Executive Leadership Team, CEO, Board of Directors, and GMHC President and executing successful organization-wide strategic initiatives.

SENIOR ADMINISTRATOR (HEALTH EQUITY & ACCESS) (2018 to Present)

Develop and thoroughly assess technical assistance, capacity building, and quality improvement programming of multiple organizations, such as Divisions, State Psychological Associations, University Departments, NGOs, CBOs, and Governmental Agencies. Oversee team performance deliverables and indicators, such as implementing theory of change, monitoring activity metrics, enhancing progress through data utilization, developing consistency and adherence, and elevating strategic impact. Promote health equity and decrease discrepancies by formulating and publishing profitable scientific information, practice implications, and policy recommendations between gatekeepers and stakeholder.

- ◆ Improved society living standards, health equity, and access across the world by strengthening company position through the advancement, communication, and application of psychology while driving transformation through human resources, science, technology, partnership, and process enhancement
- ◆ Augmented health equity and access, socioeconomic status, and violence prevention portfolios focusing on BIPOC populations by leveraging company resources through evidence-based, ingenious, and scalable efforts while assisting action for impact culture of high skilled matrixed staff.

EFG Company, San Jose, CA

Augmented community engagement among mental health providers by organizing and conducting more than 30 seed grants countrywide.

DIRECTOR (ANTI-POVERTY PROGRAMS) (2012 to 2018)

Generated seamless execution of Anti-Poverty Programs by effectively leveraging resources and supervising all program operations, projects, initiatives, budgets, and strategic planning. Facilitated in representing organization and acted as a main bridge to governance groups, divisions, and outside organizations, universities, training sites, and state and regional affiliate organizations. Ensured down-the-line adherence to company standards while serving as a Principle Investigator to CDC/DCPC community capacity building cooperative agreement. Maintained smooth development, translation, and dissemination of mental health science by administering top-notch facilitation of the Committee on Anti-Poverty, task forces, working groups and ad hoc groups assigned to the office. Endorsed applications of mental health and poverty within the scope of extensive professional practice by determining issues and key indicators and working as a reliable advisor to GMHC staff and officials of affiliated groups.

- ◆ Realized company set goals by highlighting roles of poverty in health, education, and human welfare, increasing health equity awareness, and providing economic justice.
- ◆ Encouraged GMHC's contribution to the understanding of the lives and welfare indigent community by devising, introducing, and executing best-in-class special projects and initiatives of organization.
- ◆ Flourished and improved understanding of anti-poverty laws and legislation, including EITC, SNAP, TANF, Raise the Wage Act, Equal Pay Act, Working Families Tax Relief Act, and Community Services Block Grant Ac.

Education & Credentials

Master of Public Health University of College, San Jose, CA

Bachelor of Science in Health Science University of Education, San Jose, CA