Jared Gates

Operations Coordinator | Process Improvement Specialist
Secret Security Clearance Eligible

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SUMMARY

Operations coordinator and process improvement specialist with 8+ years of leadership experience across healthcare, fitness, and retail. Skilled in managing timelines, stakeholder communication, and process improvement to enhance efficiency and performance. Currently supporting clinical operations at MedStar Medical Group while pursuing a B.S. in Business Management (WGU, expected 2026).

PROFESSIONAL SUMMARY

MedStar Medical Group — *Ophthalmic Assistant*

MAY 2025- PRESENT

• Coordinating patient flow to keep high-volume clinic sessions on schedule.

• Reduced personal patient cycle time by 25% by tightening rooming workflow and reducing delays.

• Conduct chart audits and resolve EMR/EHR discrepancies to improve data accuracy and reduce downstream issues.

Pearle Vision — *Assistant Practice Manager*

AUG 2019 - MAY 2025

• Oversaw daily workflows and deliverables for a 10+ person team to maintain productivity and service standards.

• Supported $424K+ revenue growth (26%) by streamlining operations and tracking performance metrics.

• Created SOPs and led cross-team communication to improve consistency, accountability, and multi-team collaboration.

World Gym — *Operations Manager*

SEPT 2016 - AUG 2019

• Directed daily operations (staffing, scheduling, vendor coordination) to maintain consistent service coverage.

• Tracked retention KPIs and resolved conflicts to protect member experience and membership renewals.

• Controlled expenses and standardized employee performance by creating/managing a budget and building SOPs and training staff on processes.

PROJECT HIGHLIGHTS

• **Vendor Negotiation & Timeline Optimization (Pearle Vision) -** Secured a 50% vendor cost reduction and cut turnaround time by two weeks through contract renegotiation and vendor sourcing improvements.

• **Clinical Workflow Optimization (MedStar) -** Reduced patient cycle time by 25% through independent workflow analysis and restructuring.

• **Change Management & Membership Growth (World Gym → Method Gym) -** Led rebrand transition, trained staff on new CRM/POS systems, and maintained service continuity while tracking key KPIs.

SKILLS

Project Planning
Process Improvement
KPI Reporting
Workflow Optimization
SOP Development
Cross-Functional Coordination
Stakeholder Communication
Risk and Issue Tracking
Deliverables Management
Data Analysis
Microsoft Excel
Google Workspace
CRM Systems
EMR/EHR Systems
Vendor Coordination
Team Leadership

AWARDS

• Pearle Vision
Awarded Southern Maryland's '*Best of the Best*' for 4 consecutive years (2020-2024) under my leadership.

• Western Governor's University
Excellence Award Recipient – Innovative and Strategic Thinking

• Leonardtown High School- *Honor Roll*

EDUCATION

B.S. Business Management

Western Governor's University-
(In Progress Est. Winter 2026)
Jun 2025 - Present

High School Diploma

Leonardtown High School-
May 2015