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Kevin Wrigley

Summary

Twenty years of management experience. Experience includes organizational leadership, facilities management, Quality Assurance (in a health-care setting), emergency management/preparedness, and utilization review.

EXPERIENCE

The Budd Group, Greenville, SC – *Branch Manager*

August 2017 – Present

- Manage a book of business worth \$12m+
- Interview, hire and train new employees
- Respond to and resolve employee and customer issues
- Ensure safety requirements are being met
- Responsible for Quality Assurance through routine Janitorial Audits, training of managers and frontline employees, and monitoring industry standards to ensure best practice

Leyden Family Service and Mental Health Center, Franklin Park, IL – *Operations Manager*

February 1999 – May 2017

- Recruited, trained, scheduled, and evaluated the performance of assigned staff
- Oversaw client services and ensured compliance with established program standards and service delivery objectives
- Evaluated current systems and created/implemented new systems to ensure JCAHO compliance and best practice
- Environment of Care (EOC) representative: responsible for the safety of all clients, staff and visitors, as well as, oversaw the maintenance of the facilities
- Created, implemented and managed the agencies Quality Assurance system (e.g., *Root Cause Analysis*, annual *Risk Assessments*)
- Community outreach focused on early intervention

EDUCATION

Bob Jones University, Greenville, SC – *BS, Criminal Justice*

August 1994 – May 1998