

Ellen Higgins

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EXPERIENCE

TEMPLE UNIVERSITY, Fox School of Business

Operations Manager, MBA & MS Programs

June 2007 - present

- Oversee business and financial operations for office that administers graduate programs for 2,000 students in MBA, Specialized Masters, and doctoral programs, including 35 staff and fifteen budget cost centers totaling \$10M+ annually.
- Manage Human Resources functions including FMLA administration, time and attendance, expense account approvals and progressive discipline for support employees.
- Re-designed infra-structure to assist staff function including accounting processes and procedures, contract management, independent contractors, purchase orders, master purchase orders, credit cards, travel and expense reimbursement and invoice processing.

PREMIER ORTHOPEDIC & SPORTS MEDICINE, Havertown, PA

Senior Collector, Central Billing

September 2004 – June 2007

- Managed collections and 3rd party billing operations for 10 orthopedic and MRI medical practices including supervision of A/R aging follow up and ICD-9/CPT coding resolution.
- Decreased aged A/R by 60 % over a one-year with extensive account review and follow-up.–
- Coordinated complex patient billing and collections for Medical Assistance, Aetna, United Healthcare, Workers Compensation, Motor Vehicles, Keystone Health Plan East, Blue Cross/Blue Shield and commercial Carriers.

ETI INTERNATIONAL INC, Philadelphia, PA

Assistant Operations Director

April 2001 – August 2004

- Managed daily operations and contract compliance procedures for vocational training program that offered federally-funded, asbestos abatement education and other vocational training to 800 students per year.
- Oversaw proposal submission, contract compliance, certifications, quarterly and annual reporting for PA Department of Education, OSHA, Office of Vocational Rehabilitation and other funding sources.
- Worked closely with PA Career Link and other workforce development employers to increase post-program student employment/placement rate from 50% to 63% over previous period.

ACTIVITIES & AWARDS

Worship Leader, Church of Our Savior, Glen Mills, PA 1993-2005

Community Outreach Programs, Church of Our Savior, Glen Mills PA, 1993-2005

SKILLS & LANGUAGES

MS Word, PowerPoint, Excel, Access | Quickbooks | JD Edwards
Banner Finance | Cognos Reporting | Kronos and I-Greentree

EDUCATION

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Human Resource Management, May 2015 / GPA: 3.93

Member, Beta Gamma Sigma International Honor Society 2012-present

Member, Golden Key International Honor Society, 2010 – present