

HEIDI M. RUCKEL

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CAREER SUMMARY

Design professional with 7 years of business experience including project management, product focused sales, and home renovation. Strengths include public speaking, networking, developing initiatives, and exceeding customer expectations.

EXPERIENCE HIGHLIGHTS

HMH Design, Columbus, OH

Aug. 2004 – present

Proprietor and Interior Designer. Established an interior design company by defining a unique positioning statement, establishing and executing a marketing plan and developing significant trade relationships. **Selected Accomplishments:**

- Established a significant client following through referrals within the first year
- Opened contracts with vendors to expand product offerings
- Defined relationships with top trade resources
- Collaborating with new a home builder to define model home color pallets

Siemens Medical Solutions Health Services, Malvern, PA

July 1998 – July 2004

Senior Consultant. Performed and managed IT consulting engagements nationally. Focused on long-term engagements from assessments to “go live” to post live quality assurance reviews.

Selected Accomplishments:

- Effectively managed multi-million dollar implementation projects
 - Establishing and monitoring project milestones
 - Realizing budget projections
 - Implementing quality assurance indicators
 - Coordinating end-user training sessions involving over 1,500 users
- Developed an internal education program and methodology for Medical Record SOARs (Document Imaging Implementations)
- Recognized for customer service while in role as project manager for one of the largest municipal health systems in the country (including the oldest public hospital)
- Piloted project teams
 - Conducted strategic planning sessions with upper management
 - Facilitated process redesign movement

The Ohio State University Medical Center, Columbus, OH

Oct. 1995 – June 1998

Unit Clerk. Communicated with physicians, staff members, ancillary departments and families. Oriented new employees and transcribed orders.

V.I.S.T.A (Volunteers In Service To America), Boston, MA

July 1994 – July 1995

Education Coordinator. Developed and implemented a tutoring program designed to meet the needs of mental health consumers. Recruited tutors through public speaking engagements and community events.

SELECTED AREAS OF EXPERTISE	
<ul style="list-style-type: none"> ◆ Project Management ◆ Public Speaking ◆ Home Renovation and Preservation 	<ul style="list-style-type: none"> ◆ Perspective and Line Drawing ◆ Relationship Building ◆ Staff Development and Training

EDUCATION AND QUALIFICATIONS

Masters in Health Service Management and Policy

The Ohio State University – Columbus, Ohio

Bachelor of Fine Arts

Major: Art History

Minor: Business Administration

Ohio University – Athens, Ohio

2004/05 Member – Italian Village Society

2002 Presenter – HIM Alliance Meeting, “Removing the Roadblocks to Implementing an Electronic Medical Record”

2002 Trainer – Siemens, “Medical Record SOAR Education”

2001/02 Member – Italian Village Community Garden