

SILVIA FALCON

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PERSONAL AND PROFESSIONAL MISSION

As a mother of three boys, my personal mission is to be of impact to their lives so they can grow up to be positive change agents and harness the power of their imagination, ingenuity, and creativity to help empower real human progress. My personal mission is to be a light and continue to harness my spirit of entrepreneurship. I thrive in the opportunity only created by a challenge. What I fear most is not trying. I continuously dwell on what something could be, should be, or must be. I would like to work for a company that seeks talent from unlikely fields thereby creating an opportunity for diversity of thoughts and backgrounds as a means to advance its corporate and social responsibility duties.

KEY STRENGTHS

Creative Problem Solver
Collaborative
Lean / Six Sigma

Committed to ideas and results
Transformational leadership
Bi-lingual

Transparent and Authentic
Tenacious
Accountable

PROFESSIONAL EXPERIENCE

Polk State Corporate College (PSC). Lakeland, FL

Aug. 2013 - Present

Management Consultant

Assist groups of Front Line Supervisors, Managers, and Directors see themselves as connected and as part of the greater whole so they can positively transform their working relationships to produce the change they seek for the organization and in their employees.

Florida Southern College (FSC). Lakeland, FL

June 2012– Present

Instructor of Business Administration, Enactus Advisor

Barney Barnett School of Business and Free Enterprise

Continue to provide basic management/ leadership theory coupled with a class advising students who lead social responsibility projects with an entrepreneurial foundation (Enactus). Serve a student advisor to 100+ evening program enrollees.

Adjunct Professor, Co-Enactus Advisor (*June 2012 to June 2014*)

Barney Barnett School of Business and Free Enterprise

Motivate students to stay committed to themselves and their professional mission. Provide basic management theory, tools, and understanding of the implications as well as the enormous responsibility derived from managing outcomes through their future employees.

Lakeland Regional Medical Center, Inc., Lakeland, FL

2000 to 2012

LRMC is a public, for-profit tertiary care hospital comprised of 850 acute inpatient beds as well as a full complement of outpatient/ambulatory care services.

Director, Clinical Care (2010-2012)

Reassigned as an Expert Internal Consultant to oversee troubled lines of business with goal of assessing/implementing systematic change to day to day operations focusing specifically on efficiency, staffing, compensation, management structure, and ROI. 200 FTEs. Key Competencies: collaboration, flexibility, communication, adaptability, transparency, articulation, commitment to excellence, tenacity, accountability, organization wide competency, creative problem solving.

Director, Management Engineering (2009 -2010)

Led agency-wide patient throughput initiatives and capacity management through fundamental re-thinking and re-design of core processes utilizing Lean/Six Sigma Concepts. Major focus on development and coordination of real-time data to facilitate effective and sustainable change. Key Competencies: collaboration, flexibility, communication, adaptability,

transparency, articulation, commitment to excellence, tenacity, accountability, organization wide competency, creative problem solving, lean and six sigma tools.

Director, Mental Health/Addictions Recovery (MHAR) and Clinical Support Departments (2005-2009)

Expanded leadership role and span of control. Direct Supervision of three Managers, Six Physicians and over 160 FTEs in addition to leading agency-wide patient throughput initiatives/clinical capacity management. Key competencies: risk taking, collaboration, adaptability, flexibility, function redesign, transparency, diversify experience, accountability, lead diversity of thought and find commonalities to create actionable ideas and create progress.

Manager, MHAR Department (2001 – 2005)

Responsible for daily operations, budget, regulatory compliance, and resource allocation of 54 child, adult, and geriatric inpatient psychiatric as well as a full outpatient clinic. Direct supervision of 10 FTE's, Six Physicians, and over 90 FTEs. Key competencies: collaboration, flexibility, transparency, communication, accountability.

Operations Resource Manager (2000 – 2001)

Gathered, summarized, and provided information to Vice-President and Department Managers regarding resource management and strategies for improved efficiencies. Actively involved in hospital-wide resource allocation and management projects. Key competencies: collaboration, flexibility, transparency, communication, accountability.

**Peace River Center for Personal Development, Inc., Bartow, FL
Community Mental Health Agency**

Business Development Department Manager

Continually promoted over the course of a 9 year tenure. Started by managing individual grants culminating in the leadership and oversight of the Business Development Unit in charge of negotiation of contracts, marketing functions, and all grant-writing activities. Key competencies: collaboration, flexibility, transparency, communication, accountability.

1991 - 2000

EDUCATIONAL / TECNICAL BACKGROUND

Doctorate – Health Services Administration (2011)

Central Michigan University, Lansing, MI

Masters of Arts, Health Services Administration (1999)

Webster University

State of Florida Certified Building Contractor

License Number: CBC1259407

Masters of Arts, Mental Health Counseling (1994)

University of South Florida

Bachelor of Arts, Psychology and Education (1991)

Florida Southern College

AWARDS / HONORS

Lakeland Regional Medical Center's Director of Distinction Award Recipient (2009)

Girls Inc., She Knows Where She Is Going Award Recipient (2002)

VOLUNTEER WORK

Hospice Women for Giving Member, Founding Member (2012 - Present)

Board Member: Central Florida Health Care (2009 – 2011)